



1180 Kerrisdale Blvd, Unit 3
 Newmarket, ON L3Y 8Z9
 Telephone: 1-888-853-3111
 Fax: 905-853-2342

First Contact Broker Report

Name of Insured:	
Location of Loss:	
Insured's Home Telephone #:	Business #:
Cellular #	Alternate #:
Insurance Broker:	
Telephone #:	Email:
Insurance Company:	
	Policy #:
	Claim #:
Staff Adjuster:	Deductible:
Independent Adjusting Firm:	
	Adjuster:
Office Location:	Telephone 1
Claim Received By: <input type="checkbox"/> PHONE <input type="checkbox"/> FAX <input type="checkbox"/> EMAIL <input type="checkbox"/> INSURER <input type="checkbox"/> INDEPENDENT ADJUSTER	
Date Claim Received:	Time:
Date of First Contact with In	Time:
Date of First Onsite Visit:	Time:
Person Contacted at First O	
ServiceMaster Representati	
Type of Loss:	
Initial Observations:	
Work Authorization Signed: <input type="checkbox"/> YES <input type="checkbox"/> NO	
If No, why:	

"Quality & Trust began at our roots...in 1953"



SM
 serving *York Region*

BROKER DIRECT RESPONSE PROGRAM (BDRP)



1180 Kerrisdale Boulevard, Suite 3
 Newmarket, ON, L3Y 8Z9

Phone: 905 - 853 - 3111
 Toll Free: 1- 888 - 853 - 3111
 Fax: 905 - 853 - 2342

E-mail: inquiry@servicemasterofyr.com

RETENTION & GROWTH THROUGH CLAIMS

In today's tough insurance and economic market, retention of accounts has become more important than acquiring new accounts.

Over the years, insurance has developed a bad reputation as a necessary evil, an intangible product, until you need it!!

We take the 'in' out of intangible!!

ServiceMaster York Region (SMYR) BDRP has been designed for Brokers by a Broker with over 20 years experience with the understanding of your frustration when an account is affected, or even lost, through poor claims servicing by individuals not even employed by you!

CLAIM SCENARIO I

- 9:10am, Broker receives call from Mrs. Smith to report water in her basement and is informed claim will be submitted to her insurer and she will be called by an adjuster before the end of the day
- 9:30am, Broker forwards notice of loss to carrier either by fax, phone or email
- 30, 60, 90 days...? later Broker receives opening notice of loss from carrier

As a preferred vendor for most Insurance Companies operating in the GTA, we can attest to the fact that they have greatly improved their service and 99% of the time Mrs. Smith was called the same day placating her.

However...

IF Mrs. Smith did not receive a call because her file was dropped by her insurer, all of you know whose call you'd be taking the next morning!!

BDRP eliminates the possibility of this happening thereby avoiding having a client, already distraught, and now hostile as a result of this breach in service. Mrs. Smith is holding you, her broker, responsible, not an unknown adjuster or contractor, potentially jeopardizing her account with your firm, and possibly other associated accounts.

CUSTOMER SERVICE THROUGH BDRP

Retention & growth through claims!

CLAIM SCENARIO II

By utilizing our program, the same claim scenario would fall out as follows;

- 9:10am, Broker receives call from Mrs. Smith to report water in her basement and is informed claim will be submitted to her insurer and SMYR and she will receive a call from SMYR within 30 minutes
- 9:15am, Broker calls SMYR and assigns us the loss with client, policy and loss details
- 9:20am – 9:30am, Mrs. Smith contacted by SMYR and further details gathered
- 9:30am – 11:30am SMYR on site mitigating loss
- 9:30am Broker submits claim to carrier with note that SMYR already assigned and on site
- 4:30pm...? Mrs. Smith receives initial contact from her Insurer

Benefits to Broker from BDRP

- Mrs. Smith happy!!
- Because of quicker emergency response, claim is mitigated quicker thereby reducing damage and dollars paid out
- Broker's profitability and year end contingency impacted less
- Mrs. Smith more likely to renew her policy as well as refer her broker to others as a result of the quick response which she attributes to you, her broker, not the insurer or SMYR

Additional Benefits to Broker from BDRP

As a result of assigning us Mrs. Smith emergency assignment Broker receives a detailed report from SMYR, within 2 business days showing (see example on back page);

- Time call received from Broker
- Time Mrs. Smith contacted by a SMYR representative
- Time SMYR first response crew on scene
- Details of initial emergency services performed

We encourage our broker partners to utilize this report by following up with their client as to their level of satisfaction with the overall handling of the claim. The strategy is to show that you care about their business and are there for them.