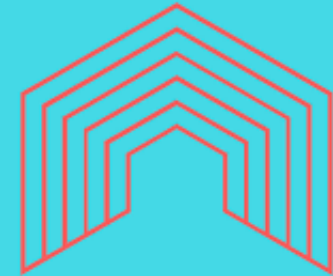


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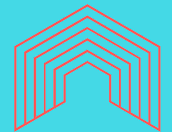
Action Items versus Industry Term:

Definitions *clarification* and feedback on terms:

- Customer Contacted
- Job Start
- Date of Completion

Other terms found since last meeting...

- *Dates of: Assignment, Site Visit and Estimate*



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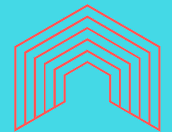
Action Items versus Industry Term:

Date/Time of Contact

AKA – Customer Contacted, Initial Call, Contact Time, Policyholder Contact, Contact Insured, Consumer Contact

- Date and time the contractor first attempted to reach the customer directly (phone call or text)
- Date and time the contractor successfully left a message for the customer (voicemail or text)
- Date and time policy holder was phoned or emailed
- Date and time the contractor made successful direct contact with customer (phone call or reply text)
- Contact Customer and arrange to be on-site.

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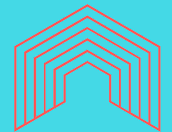
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Action Items versus Industry Term:

Customer Contacted

Committee perspective – The broad agreement that Customer Contacted is when the Contractor makes a bonafide effort to reach the customer via the primary communications method identified in the assignment.

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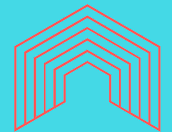
Action Items versus Industry Term:

Date/Time of Assignment

AKA – Acknowledge Claim, Receipt of New Assignment, Initial Assignment

- Date and time the loss information was delivered to and received by the TPA from the insurance company
- Date and time the loss information was communicated to the contractor by phone with authorization to contact the customer
- Date and time contractor (TPA?) is notified through XactAnalysis or similar web application
- Date and time the loss information was delivered to and received by the contractor electronically with authorization to contact the customer
- Date and time the contractor accepted the job from the TPA or insurance company representative

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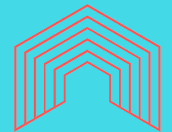
Action Items versus Industry Term:

Date/Time of Site Visit

AKA – On Site Time, Site Inspected, Inspection Date, Initial Inspection Date/Time

- Date and time an appointment was made to visit the job site
- Date and time staff member began initial trip to job site
- Date and time staff member arrived for initial job site visit
- Arrive on site and begin drying process
- Date and time an inspection of the job site commenced
- Date and time an inspection of the job site ended

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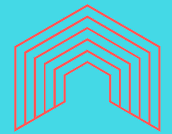
Action Items versus Industry Term:

Date/Time of Estimate

AKA – Estimate Date, Estimate Upload, Preliminary Estimate, Estimate Approved Date

- Date and time the estimate was started
- Date and time the estimate was completed
- Date and time the estimate was delivered to insurer representative (TPA or adjuster)
- Date and time the estimate was delivered to customer
- Date and time the estimate was approved by insurer representative (TPA or adjuster)

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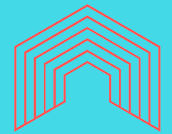
Action Items versus Industry Term:

Date/Time Job Start

AKA – Job Start(ed), Target Start Date, Drying Started (Work Authorization)

- Date and time the customer signed a work authorization
- Date and time job is anticipated to start
- Date and time the contractor began incurring direct job costs
- Date and time the contractor began physical production work on the job site
- Date and time first fan or dehumidifier/piece of drying equipment was turned on
- 2 hours from inspection time (mitigation) 14 days from client approval (reconstruction)
- Date and time Contacted insurance company while ON SITE Day 1
- Date and time anticipated in starting the job (Testing, Customer delay, etc.)

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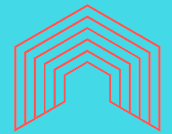
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Action Items versus Industry Term:

Job Start

Committee perspective – There is widely different interpretations of what Job Start means. If Job Acceptance is defined at the date the contractor formally agrees to pursue the work opportunity with the customer, the majority feedback suggests that Job Start is when the contractor arrives on site to commence production efforts.

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Action Items versus Industry Term:

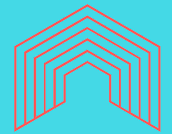
Date/Time Job Completed

AKA – Date of COS, Drying Completed

- Date and time last fan or dehumidifier/piece of drying equipment was turned off
- Date and time that structure was considered dry
- Date and time that contractor's insurance-related scope of work was considered done by contractor and ready for customer walk-through
- Date and time that customer's punch list of insurance-related work was completed
- Date and time that contractor's entire scope of work was considered done by contractor and ready for customer walk-through
- Date and time that customer's punch list of all work was completed

...continued

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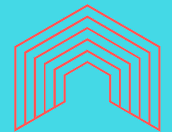
Action Items versus Industry Term:

...continued - Date/Time Job Completed

AKA – Date of COS, Drying Completed

- Date and time certificate of completion was sent to customer for signature
- Date and time certificate of satisfaction was sent to customer for signature
- Date and time that customer signed certificate of satisfaction for insurance-related work
- Date and time that customer signed certificate of completion
- Date and time that customer signed certificate of satisfaction
- Date and time Job was originally invoiced
- Date and time "dry-out" was completed
- Date and time the customer was presented a final bill
- Date and time that customer paid for the job in full

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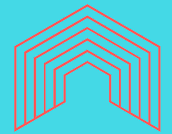
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Action Items versus Industry Term:

Job Completed

Committee perspective – There are a few notable issues identified with this term. That said, there is general consensus that for the purposes of this exercise, Date of Completion is when all work identified in the assignment scope, including punch list items, is completed. Consideration could be made for Assignment Completed, separate from Job Completed.

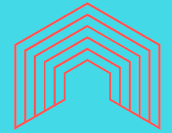
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Audience Poll Question:

- ✓ *Is the Industry Terms work of benefit to you?*

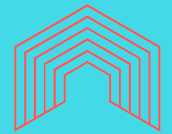


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Use Q&A or Raise Hand:

- ✓ *Do you have other terms the committee should look into?*



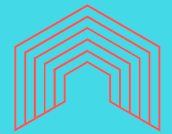
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Any other Comments?

Should the committee look into:

- ✓ *Related terms*
- ✓ *Other action items*
- ✓ *Research of any other issue*



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