



PRE-CLAIMS Assistance

The InspectorPro team is excited to announce the Program's newest feature: pre-claims assistance. We often have inspectors call asking how to handle upset clients that have yet to make any demands. Pre-claims assistance is a free service that comes with your policy, and it's specifically designed to help deal with such delicate situations. Through pre-claims assistance, the claims specialists at Capital Claims Management provide you, the inspector, guidance and direction as you communicate with your disgruntled client. They give you the knowledge and the tools you need to address the situation head-on to settle the complaint before it becomes a claim.

How Pre-Claims Assistance Works

- * You contact your broker to request pre-claims assistance. Your broker will ask for some basic information, like when you performed the inspection and what your client is alleging.
- * Your broker will contact the pre-claims assistance team. They'll send you a confirmation email, saying they've received your case. And then you'll get another email with the name of a specific agent prepared to help you.
- * Your pre-claims agent will call you to discuss your client's complaints and plan on how to respond. Based on your specific situation, the claims professional will prescribe solutions, such as a formal letter to the client.

We have found that 80% of the claims submitted are meritless. Don't let a frivolous complaint negatively affect your business. By working directly with claims professionals at Capital Claims Management, inspectors have a higher chance of stopping the situation from turning into a claim. So don't wait! Get pre-claims assistance at no additional charge today.

For more information about pre-claims assistance, contact Capital Claims Management's team directly.

CALL **866-916-9419** OR EMAIL iproclaims@citadelus.com

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