

2016 OUTLINE OF REPORTING PROCESS FOR AN INSURANCE CLAIM

Heritage Construction and Maintenance Company (HCMC) a division of Heritage Property Management Services, Inc. (HPMS) has developed an Insurance Claims Administration program to assist our clients in the event of an insurance claim.

With over 400 properties under management we need to have an outline in place of what a Property Manager needs to do to assist our properties in recovering from disasters such as water damages, fires, hail and windstorms. Most of these incidents will be insurance related although some may not be or may be less than the deductible.

ALL NEW CLAIMS NEED TO BE REPORTED TO BOB CASPAR TO EVALUATE AND REPORT IMMEDIATELY UPON BEING NOTIFIED

DO NOT REPORT CLAIMS TO AGENTS OR CARRIERS

When you receive notice of a possible property insurance claim you need to:

Normal Business Hours: First determine if it is an emergency situation, such as a broken water pipe, a fire in a unit, a windstorm damage to the roof of a building, etc. If it is an emergency, and it is **during normal business hours** please call Bob Caspar – 770-363-2070. Bob is our Claims Administrator and will be able to get a preferred vendor dispatched to the site immediately. Give him **as much information as you can** so he can determine the next step.

After Hours: If it is **after hours**, you need to contact an Emergency Service Provider directly from our **Preferred Vendor Program only** so they can immediately respond to the situation. Our Vendors are listed below.

When reporting the loss to Bob Caspar or to the Emergency Service Provider you must have the proper information. We have prepared an Insurance Claims Check List, a copy is attached. This should make it easier for you to get the information we need to properly handle any type of property insurance claim. Give us as much information as you have including contact info for all involved.

If it is determined that it is not an emergency, you still need to contact Bob Caspar at 770-363-2070 and give him the information outlined in the checklist.

Please understand that every minor water leak is not going to result in an insurance claim. Properties with large deductibles may not be able to meet the threshold to report the loss. However, each of our properties needs our assistance when something happens. Do not tell our client things you are not sure about.

Just get the information and tell them someone will be in touch as soon as possible. Bob will get the information from you, contact the appropriate people involved, evaluate the damage and report the loss to the insurance carrier or agent.

2016 OUTLINE OF REPORTING PROCESS FOR AN INSURANCE CLAIM (cont'd)

We want to assist our clients in their time of need. Please follow this outline to ensure that we develop a claims program that does just that. We have prepared an Insurance Claims Check List, a copy is attached. This should make it easier for you to get the information we need to properly handle any type of property insurance claim.

Please feel free to give Bob Caspar a call on his cell: 770-363-2070 or stop by his office if you have questions. PLEASE DO NOT LEAVE BOB A MESSAGE ON HIS OFFICE PHONE AS HE MAY NOT GET IT UNTIL THE FOLLOWING DAY.

Our Preferred Vendor List as of January, 1, 2016 is:

**Parker Young & Firestar, Inc. 6815 Crescent Dr., Norcross, GA 30071
770-368-1000**

Mike Walton – 678-910-3251

Steve Macon – 678-910-3224

Andy Gajewski – 678-910-2989

**Remediation Group, Inc.-1320 Ellsworth Ind. Blvd, Bldg. B, Atlanta, GA 30318
404-214-1470**

Jimi Broderick – 404-964-9786

Michael Todd – 678-571-8969

**SERVPRO of North Fulton County – 8850 Dunwoody Place, Atl. GA 30350
770-992-2777**

Rick Northen – 404-983-8032

Brian Glass – 770-862-0341

**Blackmon Mooring (BMS CAT) 300 Pacific Drive, Norcross, GA 30071
770-614-3248**

Clayton Lindsey – 404-392-9926

**American Property Restoration – 3440 Oakcliff Rd, Atlanta, GA 30340
770-733-3584**

Al Diallo – 770-480-6831

Alpha Diallo – 678-677-2807