

STORM DAMAGE

BEFORE

AFTER



SWARTZ

DRYOUT • CLEANUP • REBUILD

Swartz Restoration & Emergency Services • [SwartzRestoration.com](https://www.SwartzRestoration.com) • Office: 419.331.1024



At Swartz Restoration, our Care Team is the frontline support for customers facing the aftermath of property damage. As the first response team, they help navigate clients through their initial inquiries and concerns, providing clarity and reassurance every step of the way. From addressing questions to alleviating pain points, the Care Team is dedicated to ensuring that customers feel supported and informed from the outset.

One of the key strengths of the Care Team lies in their expertise in conducting comprehensive process reviews. By meticulously outlining the restoration journey, they empower customers with the knowledge needed to make informed decisions about their property's restoration. This proactive approach not only instills confidence but also fosters trust in Swartz Restoration's commitment to delivering quality service.

Central to the Care Team's mission is their specialization in facilitating seamless communication among customers, insurance companies, and the production team. By serving as a bridge between these stakeholders, they streamline the exchange of information, ensuring that everyone is on the same page throughout the restoration process. Through effective communication and dedicated support, the Care Team aims to guide customers through what can often feel like a roller coaster of emotions during the claims process, ultimately helping them navigate the journey with confidence and peace of mind.

The image consists of two photographs of a white, two-story house with a grey shingled roof. The top photograph, labeled 'BEFORE' in a red triangle, shows the house in a state of severe disrepair. A large, bare tree trunk is leaning against the side of the house, and the roof appears to be partially collapsed or missing in several areas. Debris, including wood planks and branches, is scattered across the lawn in front of the house. The bottom photograph, labeled 'AFTER' in a blue triangle, shows the same house after some initial securing work. The roof is now intact, and the windows are boarded up with plywood. The debris has been cleared away, and the house appears more stable and secure. The 'BEFORE' label is in white text on a red background, and the 'AFTER' label is in white text on a blue background.

BEFORE

AFTER

SECURING THE PROPERTY

Securing a property after storm damage is crucial for several reasons. Firstly, it ensures the safety of individuals in the vicinity by preventing further accidents or injuries that could result from unstable structures or debris. Secondly, securing the property helps mitigate additional damage to the building or surrounding area, minimizing financial losses for property owners.

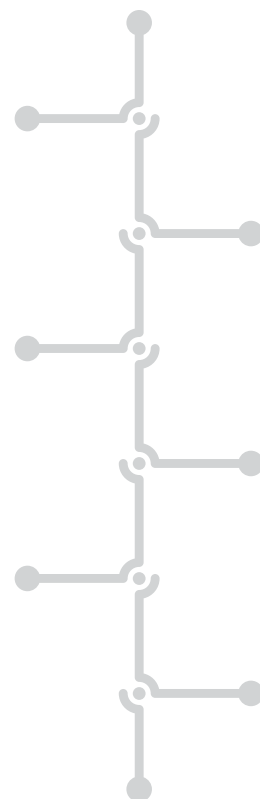
Moreover, it maintains the integrity of the site, preserving evidence for insurance claims or legal proceedings that may follow. Lastly, prompt and thorough securing of the property demonstrates responsible stewardship of community safety and property maintenance, fostering trust and cooperation among residents and stakeholders.

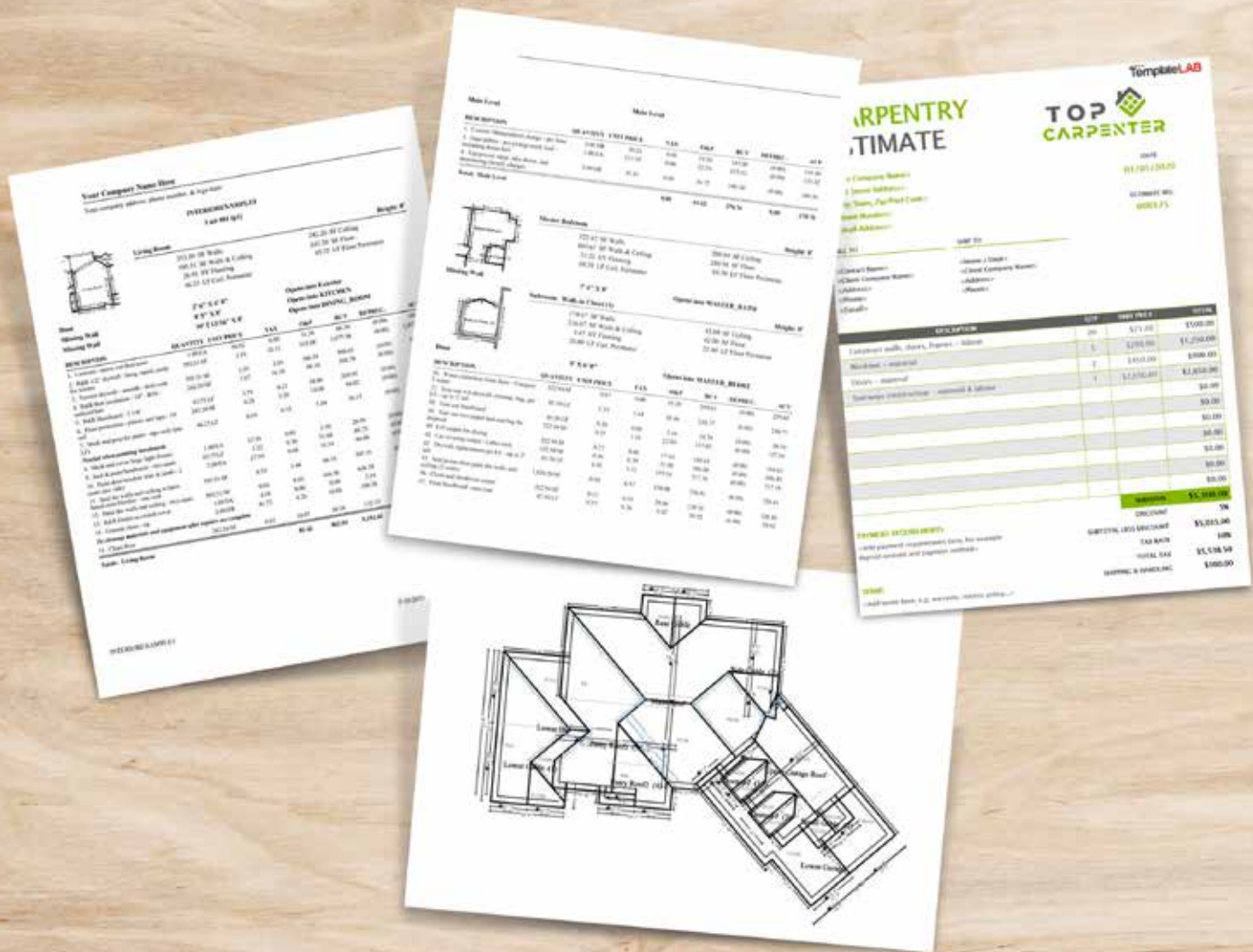


“CLAIM TIMELINES” ROLLER COASTER

Sometimes these processes can feel a little overwhelming or even like a rollercoaster. We have helped thousands of customers recover from damage to their home or business.

- Estimating Time Frame
- Insurance Adjuster Approval Time Frame
- Contract Time Frame
- Job Begins Time Frame
- Production Time Frame
- Mortgage Company Time Frame





APPROVAL PROCESSES GO SMOOTHER WITH US

Unlike typical contractors, we excel in every aspect of the restoration process, from initial estimates to effective communication throughout your claim.

Insurance companies have specific requirements for estimate formatting, and failing to meet these can cause significant delays in restoring your property. That's why we use Xactimate. Since over 80% of insurance companies rely on this software for repair estimates, our investment in Xactimate allows us to expedite the claim process and help you return to normal more quickly.

Above, you can see examples comparing our estimates to those from other contractors.

YOU'RE INVOLVED IN THE RESTORATION PROCESS

With the worst part of the claim behind you, our goal is to make the repair process as smooth and pleasant as possible. You'll be involved in every step, from weekly job meetings to material selections. We handle all the stress, ensuring that throughout this process, you'll see firsthand that "We Care."





Work Authorization Agreement

Insurance Company		Property Owner	
Adjuster		Property Address	
Agent		Nature of Project	
Effective Date			

This Work Authorization Agreement ("Agreement") is between Swartz Restoration & Emergency Services ("Contractor" or "Swartz Restoration") and the Property Owner listed above ("Property Owner" or "Customer").

Property Owner understands and agrees to the following:

Liability. I am giving Swartz Restoration permission to be on property. I understand that Swartz Restoration assumes liability for work-related injury to its personnel while on-site and damage to the site caused by the negligence of its authorized personnel.

Insurance Claim. I authorize Swartz Restoration to communicate directly with my insurance company on my behalf regarding this claim. Specifically, I understand Swartz Restoration may perform the following services on my behalf:

- preparation of estimate to the insurance company;
- submission of photos, materials, and supporting documentation to insurance company;
- collection of photos, materials, and supporting documentation;
- ongoing communication with the insurance company;
- negotiation of the scope with the insurance company;
- discussion of necessary financial documents and
- preliminary/initial settlement of the claim.

Payment. I understand that I am responsible for ensuring the Contractor is paid in full for all services rendered by Contractor under this Agreement and any subsequent Agreements.

By execution of this contract, I/we grant permission to Swartz Restoration and its agents and employees the irrevocable and unrestricted right to reproduce the photographs and/or video images taken of my property or my residence, for the purpose of publication, promotion, illustration, advertising, or trade, in any manner or in any medium. I/we hereby release Swartz Restoration and its parent, subsidiaries, employees, agents, and legal representatives for all claims and liability relating to said images or video. We waive our right to any compensation. I/we acknowledge that we are over the age of 18.

Termination. I will notify Contractor in writing if I want to cancel this Agreement. Termination is effective the date written notice is received by Contractor.

Limit. This Agreement covers services performed up through the signing of the official Contract for services.

I authorize Swartz Restoration to proceed with services described above and agree to the terms above.

Signature: _____ Date: _____

Signature: _____ Date: _____

2622 Baty Rd.
Lima, OH 45807-1511
419-331-1024 • 419-331-9524 - Fax
www.swartzrestoration.com

WHAT IS A WORK AUTHORIZATION?

Phase 1

We work on your behalf to create an accurate estimate for properly repairing your home or business. By signing the work authorization, you enable us to negotiate with your insurance company, take photos and videos, measure your property, and ensure that the initial estimating phase is completed promptly and accurately for you.

Phase 2

Once the insurance company approves the estimates, we will meet with you to review the scope of work to be performed. At that time, we will also finalize and sign the contract for repairs.

BEFORE, DURING & AFTER



1. BEFORE



2. DURING



1. BEFORE



4. AFTER RESTORATION

BEFORE, DURING & AFTER



1. BEFORE



2. DURING



1. BEFORE



4. AFTER RESTORATION



Swartz Restoration & Emergency Services is Northwest Ohio's industry leader in full service residential and commercial restoration and reconstruction. We specialize in fire, water, mold, wind and storm restoration; as well as commercial remodel and vehicle impact claims. With hundreds of restoration projects completed, Swartz Restoration & Emergency Services is the best solution to get your home or business back to its pre-loss condition.

Swartz Restoration & Emergency Services • SwartzRestoration.com • Office: 419.331.1024