



**1<sup>st</sup> Customer Meeting**

Estimator assesses damage, determining if damage falls under insurance coverage. Estimator discusses restoration plan, Global Process. Customer signs PA and Customer Care.

**Adjuster Meeting**

If claim opened, customer requests insurance adjuster inspection. Minimum advance notice for Global is 48 hours to meet adjuster and review scope of damage.

**Estimate**

Global writes scope of work and sends to adjuster. (Customer must give insurance company authorization to release their estimate to Global to help arrive at settling price.)

**Project Begins**

Meet with customer to finalize details of project. Customer chooses colors, styles, upgrades, etc. Project Manager discusses Safety Action Plan and confirms schedule with customer.



**Our Systematic Approach Means...**

*"We take care of the details so you don't have to!"*

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**Customer Binder**

Project Manager provides customer with calendar of events, timeline and all contact information.

**Project Begins**

Project Mgr. oversees crews(s) throughout project to assure project on schedule. (Payment due upon completion of each facet of project.)

**Completion Certificate**

Walk-through inspection with customer. Customer signs Completion Certificate, verifying satisfaction. Completion Certificate sent to insurance company.

**Job Complete**

Final payment from insurance company is collected from customer and payable to Global. Customer mailed "Thank You", Global's Labor and Manufacturer's Warranties.

**Customer Feedback**

Customer asked to post positive experience to website blog, Angie's List and Kudzu. Insurance professional requested to respond to Quality Assurance Survey.