

When Disaster Strikes

Keep Costs Down

In Touch From The Start

A Continuous Search

No Matter The Challenge

800RESPOND.com

# WE'RE THE TEAM FOR RESTORING PEACE OF MIND.

*Service***MASTER**  
Restore







## WHEN DISASTER STRIKES...

you need the right people on your side. For your policyholder, it's about more than wet floors or ruined carpets. It's about getting back precious peace of mind. We understand, because at ServiceMaster Restore®, we have over 50 years of proven expertise in residential water and fire recovery as well as superior proficiency in commercial restoration, mold remediation and specialized cleanup for trauma, biohazard and vandalism.

We know how important it is to get your policyholder's home back to normal, and we have the resources, knowledge and network to do it sooner, while helping to reduce the claim's overall severity. Not only do your policyholders get back their peace of mind, you get an opportunity to build a stronger relationship with them.

For fast response and proven results 24/7/365, turn to ServiceMaster Restore—the team you can count on, every time.



# WE KEEP COSTS DOWN BECAUSE WE KNOW RESTORATION.

The ability to respond faster and our proven expertise in restoration assure you of quick resolution, standardized prices and controlled loss ratios. We can also help evaluate restoration versus replacement decisions.



## AN EXPERIENCED TEAM.

### A FAST RESPONSE.

Thanks to the extensive ServiceMaster Restore® disaster restoration network, we can be on site in two to four hours to begin restoring your policyholder's home.

Our comprehensive restoration services include:

- Water Damage Restoration
- Fire/Smoke/Soot Damage Restoration
- Smoke/Odor Mitigation
- Mold Remediation
- Biohazard and Trauma Cleanup
- Vandalism Cleanup
- Emergency Board-Up and Tarping
- Reconstruction Services
- Contents Cleaning
- Inventory/Packout/Storage Services
- Debris Removal
- Dry Cleaning
- HVAC/Duct Cleaning
- Electronics Restoration
- Data and Document Recovery
- Antiques and Fine Art Restoration



# IN TOUCH FROM THE START.

With decades of industry experience, we know that damage may go far beyond what the eye can see. We also respect the unique needs of your policyholder. That's why we start by walking through our Recovery Guide before any mitigation work begins so we can answer any questions and be mindful of your customer's emotions.

Ongoing communication is vital. Within 24 hours of visiting your policyholder's home, we call you with an initial report. Then, we provide you with updates until the job is completed.



## LIKE YOU, WE ARE CUSTOMER-FOCUSED.

And like you, we demonstrate the competence, responsiveness, ethics and values your customer requires from you and your firm.

**1** From the initial emergency response to the final step of restoration, we are the **single-source** solution you can rely on.

**90** **90%** of US ZIP codes are covered by the extensive ServiceMaster Restore disaster restoration network.

**1,700+** The ServiceMaster Restore® network includes more than **1,700 disaster restoration locations** across North America.

**300,000** Collectively, technicians in the ServiceMaster Restore network handle more than **300,000 emergency mitigation claims** each year. In doing so, they earn customer satisfaction ratings on par with the best performing companies in North America.

**3 BILLION** With the backing of ServiceMaster, a **\$3 Billion company**, you get the assurance of superior support when you choose **ServiceMaster Restore**.



## A CONTINUOUS SEARCH FOR EXCELLENCE.

ServiceMaster Restore® methodology meets or exceeds industry standards, adhering to criteria established by the Institute of Inspection Cleaning and Restoration Certification (IICRC). Many of our products are proprietary and developed exclusively for use by ServiceMaster Restore. We never stop seeking new technologies and methods that allow us to provide better customer service while lowering overall claim severity.



## NO MATTER THE CHALLENGE, OUR TEAM IS READY.

**WATER RECOVERY:** Because damage caused by water can increase substantially without prompt action, we are on site within two to four hours. Our advanced products and procedures ensure your policyholder's home is restored quickly.

**FIRE & SMOKE RECOVERY:** Even after the fire is out, damage continues. We are experts at understanding the chemical combinations that can effectively clean and salvage belongings, thus helping to avoid additional expenses.

**MOLD REMEDIATION:** The professionals at ServiceMaster Restore® work with nationally recognized testing facilities and can provide mold inspection, laboratory analysis and written remediation plan services at a reasonable price. We can identify and eliminate the source

of the water and implement rapid drying processes in order to eliminate mold growth.

**CONTENT INVENTORY & PACKOUT PROGRAM:** Our proven automated inventory control system uses a handheld mobile computer—the Mobile Service Manager (MSM)—to track the status of each homeowner's belongings. When required, we also can clean, restore, deodorize, re-pack, store and transport personal possessions.

**ODOR MITIGATION:** Removal of severe odors requires a variety of professional products, systems and specialty equipment, and often multiple treatments are necessary. We can remove a wide range of odors like protein, trauma and sewage-based odors, as well as fire, smoke and water odors.





## TEAMWORK. EXCELLENCE. RESULTS.

SERVICEMASTER RESTORE® IS THE TEAM YOU CAN COUNT ON.

Get to know us now. Speak with the ServiceMaster Restore representative in your area or visit [www.800RESPOND.com](http://www.800RESPOND.com).



© 2013 ServiceMaster Restore. All rights reserved.  
Services provided by independently owned and operated businesses. Services may vary upon location.