

Water Mitigation

Immediate emergency water extraction service with
24/7 rapid response to minimize property damage

Dealing with the urgency of a flood or water damage claim is a serious matter where timing is everything. When performed properly, a rapid emergency response of water mitigation and the complete restorative drying of property can provide a critical service for your policyholder and potentially prevent additional damage and mold.

When your policyholder is facing a crisis of standing water in their home, our streamlined network of credentialed contractors will safely return their property back to normal as quickly as possible. While the occurrence of a water claim may be unpredictable, having the Contractor Connection water mitigation service as part of your claim handling process will provide your policyholder with peace of mind.

Exceptional customer experiences for policyholders

- NPS 76 (year end 2023)
- Overall Customer Satisfaction 9.04 (year end 2023)
- Rapid emergency response available 24 hours a day, 365 days a year
- Assignments accepted within 15 minutes of notification
- Trusted, credentialed, professionally trained service providers
- All contractors licensed, insured and financially stable
- Fair and reasonable pricing subject to detailed estimate review analysis
- Contractor performance monitored to ensure prompt service
- Proven record of reliability and high customer satisfaction

Raising the value for insurers

- Contractor Connection can help you achieve ~20% more accurate outcomes
- Embedded proprietary automated estimate review and unmatched expertise to deliver exceptional accuracy”
- Innovative JobTrack platform increases transparency enhancing the policyholder experience
- Largest national network of independently managed specialists
- Professionally qualified specialists who follow IICRC guidelines
- Common estimating platform with established pricing database
- Rapid response management process to reduce claim cycle
- Electronic estimate, diagrams, photographs and moisture readings
- Estimate review and re-inspection program drives quality service
- Market-leading technology drives contractor performance
- Detailed program reporting of performance metrics by contractor
- Comprehensive solution provides increased adjuster efficiency
- Proven high customer satisfaction to support policyholder retention



Learn more at
www.contractorconnection.com

About Crawford & Company®

For over 80 years, Crawford has led the industry through a relentless focus on people and the innovative tools that empower them.



LOSS ADJUSTING



THIRD PARTY ADMINISTRATION



MANAGED REPAIR



MEDICAL MANAGEMENT



ON-DEMAND INSPECTIONS



CATASTROPHE RESPONSE

10,000 employees | **70** countries | **50,000** field resources
\$18B claims managed annually

Crawford®

Learn more at
www.crawco.com

