

Above-and-beyond field response secures key claim details

CHALLENGE

The adjuster was called out on a Sunday for a stolen semi-truck recovery, requiring a 3+ hour drive one way. No surveillance footage was available, and while the truck had a tracking device, the trailer, which was still missing, did not.

SOLUTION

Despite the extended distance, the adjuster responded, interviewed the driver, canvassed the area for third-party video footage and inspected the damaged truck at the body shop. The adjuster's on-site efforts ensured a complete picture of the incident.

INDUSTRY
Transportation

LOCATION
U.S.A.

CLAIM TYPE
Auto

RESULTS

6+ hours

round-trip travel completed