

# Engineering expertise prevents overpayment on roof collapse claim

## CHALLENGE

A retrofit roof collapse at a boat trailer manufacturing facility resulted in frequent requests for updates and competing cost estimates. The contractor projected repairs at \$700,000, while Crawford & Company's adjuster believed the actual exposure was significantly lower, creating pressure to validate the loss and establish accurate reserves early in the process.

## SOLUTION

Crawford retained an independent engineer on the client's behalf to confirm the cause of loss and recommend an appropriate repair approach before finalizing the estimate. Using the engineer's findings, Crawford completed a detailed Xactimate estimate and set the loss reserve at \$450,000 within one week of referral. The claim was closely monitored and ultimately resolved approximately one year later for \$443,000, aligning with the original assessment.

### INDUSTRY

Construction

### LOCATION

U.S.A.

### CLAIM TYPE

Loss adjusting

