



1. INITIAL CONTACT

The Restoration Process starts with a phone call from a customer needing assistance with repairs to their property.

2. SCHEDULE APPOINTMENT

One of our Project Managers will respond and schedule an initial meeting with the customer to assess the scope of the restoration project. They can also provide sample copies of our Contract Documents at the customer's request and explain the process. These documents will include a copy of our "Pre-Construction" checklist and a letter outlining our process.



3. SITE VISIT AND INITIAL MEETING

If an estimate is not already available from your Adjuster, a Project Manager will visit the home and complete a sketch of the property and document the needed repairs with photographs and notes. They will also review our process with the customer; discuss the scope of work; and answer any questions the customer may have.



4. ESTIMATE PHASE

Back at the office, the Project Manager will either review (if provided by insurance Adjuster) or create a preliminary estimate and identify all items that need customer input, such as color and material selections.



5. ESTIMATE PRESENTATION

If this is an event that will be covered by your insurance company we may ask you to sign an Authorization to Perform Services and Direction of Payment form. If this is not a covered event, and the customer (or Insurance Adjuster) is satisfied with the estimate, we will convert the estimate into a contract for signature. The estimate may include allowances for items the customer will need to select



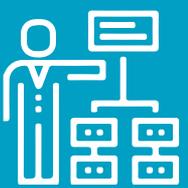
6. CONTRACT SIGNING

The required Documents will be sent to the customer for review and approval. In many cases this can be done via email. However, we can also schedule a meeting to review the documents with the customer before signing.



7. PRE-CONSTRUCTION

Prior to commencing construction, we will review the "Pre-Construction Checklist" and provide the customer with a list of actions they will need to complete, including the date by which they are needed. This would include any selections they have not yet completed. It may also include approvals from their Homeowners Association and Mortgage Company.



8. CONSTRUCTION PHASE

During construction, we will provide weekly updates on the status of the project. We may also schedule progress inspections at various stages of construction with the customer if needed. If any changes are required, we will ask the customer to sign a Change Order for the change requested.



9. COMPLETION PHASE

As the construction phase comes to a close, a Quality Control Inspection will be completed by the assigned contractor. If needed, we can schedule a walk-through with the customer to present the completed project and answer any questions they may have.



10. After the customer has signed our Affidavit of Completion indicating acceptance of the work performed, we will ask them to fill out a Customer Satisfaction survey.

