

## Technology-Based Services

- Daily Claims
- Catastrophe Claims
- Appraisals
- QA inspections
- Auto Claims
- RoofLook

## What Have We Handled?

- Hurricanes
- Floods
- Earthquakes
- Tornados
- Wildfires
- Explosions
- Theft
- Accidents
- Wind, Hail, and Ice Storms

## Benefit from Our Experience

- Nearly \$3 billion in losses adjusted in 15 years
- More than one million claims processed over the past decade

Thousands of trained and certified adjusters are deployment-ready

The breadth and depth of the adjusters on our roster enables staffing of multiple events at the same time.

The latest training and mobile technology enable our adjusters to quickly and accurately serve our carriers, and by extension, policyholders.

At the heart of all of this is The Wardlaw Way: **Using technology to serve our customers with integrity, accuracy and excellence.**

RoofLook is a win-win for carriers and insureds, courtesy of Wardlaw.



## Leveraging Mobile Technology for on-site, Real-time Photo Sharing, and File Sharing

### Not Just a Roof Inspection

- **Customizable:** Tailored to meet a carrier's unique needs
- **Simple or Detailed:** Provides a simple roof inspection or can be leveled up to include a comprehensive roof, exterior and interior scope of damage.
- **Uses Innovative Mobile Technology:** Allows the on-site adjuster and the Claims Concierge™ inside adjuster to communicate in real time, sharing photos and damage information
- **Ensures Claim Accuracy Via QA Monitoring:** GA level adjuster watching entire process
- **Results!** Concierge level service provides higher quality inspections, faster cycle times, and satisfied policy holders
- **Fast Policyholder Contact:** A Wardlaw Claims Concierge™ verbally holds the insureds hand during the entire process
- **Team Efficiency:** The Claims Concierge and the on-site adjuster work in tandem with to check photo quality in real-time, using mobile technology. This all ensures accuracy, that every detail is managed, and means two sets of eyes are on the claim from the start.
- **Truly a Real-time Service:** Photos are shared by the team as the roof is being inspected
- **Doing it Right the First Time:** No re-inspections are required.



### How Does it Work?

It's how we ensure Proactive Management of claims. A Wardlaw Claims Concierge™ is the initial contact. They guide the policyholder through the entire claim process, which is efficient and prompt.

### Built to Suit Your Needs with Quick Integration

RoofLook is fully customizable to best meet carrier and policyholder needs and uses the power of Catapult, Wardlaw's Scale-to-fit Claims Management System.

To learn more, visit our web site: [www.wardlawclaims.com](http://www.wardlawclaims.com) or call us at 800.217.0901