

## ABOUT DIAMOND CLAIMS SOLUTIONS

DIAMOND Claims Solutions is operated by DKI, **North America's largest disaster restoration contracting organization**. Since 1974, we have operated a network of the finest property restoration contractors, all held to the highest standards of quality, integrity, and performance. DIAMOND Claims Solutions features a variety of choice networks, offering insurance companies the ability to pick and choose the solution that fits its needs, while always being able to rest assured that all selected Service Providers are held to the most stringent standards possible. DIAMOND Claims Solutions provides sophisticated property loss management solutions to insurance companies 24 hours a day, 365 days a year.

## NATIONAL COVERAGE

Over 400 service locations across the United States and Canada ready to respond at a moment's notice.

## AVAILABLE 24/7/365

Emergency Service and Immediate Mobilization Capabilities 24 hours a day, 7 days a week, 365 days a year. All calls are answered by a DKI employee.

## GREEN CERTIFIED

DIAMOND Claims Solutions is supported by North America's First and Only Green Risk Certified Organization.

## DYNAMIC CLAIMS MANAGEMENT

Each client of DIAMOND Claims Solutions has a dedicated National Account Director and Account Management team that works with clients to ensure all their requirements are adhered to. All claims for DIAMOND Claims Solutions are managed in a dynamic custom-built processing platform called DIAMOND (DKI Information and Management on Demand).

DIAMOND is a fast, innovative information processing platform with core benefits that include flexibility, comprehensiveness and adaptability. DIAMOND is customizable and can be easily integrated with other systems.

## ROBUST REPORTING ENGINE

The robust DIAMOND Platform provides status reports while monitoring loss activity, 24 hours a day, 365 days a year. This enables DIAMOND to generate detailed reports that can be analyzed by a client.

## EDUCATION & TRAINING

DIAMOND Claims Solutions demands ongoing education and training of all of its Service Providers to remain abreast of industry trends. Over 98% of our Service Providers and their employees hold certifications including:

- Certified Restorer (CR)
- Certified Mold Remediator (CMR)
- Certified Mold Remediation Supervisor (CMRS)
- Water Loss Specialist (WLS)

## CREDENTIALING

DIAMOND Claims Solutions executes the most elite selection process in the industry. All participating Service Providers have successfully achieved all requirements including providing appropriate documentation, certifications and licensing. In addition to providing appropriate documentation, each Service Provider verifies it has been a successful restoration contractor for a minimum of three years, provide three letters of recommendation, and has their facility and operations approved by other service providers. All Service Providers also must have updated background checks for their employee base on file for reference. Our process ensures that our contractor base consists of the most elite and qualified restoration contractors.

## CUSTOMER SATISFACTION

DIAMOND Claims Solutions employs an independent research firm that conducts a customer satisfaction survey with each customer. With an average customer satisfaction ranking of 95%+, DIAMOND Claims Solutions is dedicated to providing a high level of customer satisfaction on each and every loss.

## QUALITY ASSURANCE

DIAMOND Claims Solutions is committed to quality and guarantees our workmanship in writing. Our Quality Assurance Program strives to improve the service experience of our mutual customers by ensuring that our Service Providers are following client specific Program Requirements and DIAMOND Claims Solutions Service Requirements. The following tools and processes are available for assessing quality and provide accurate and useful data which will be used to track trends and manage contractor performance:

- **File audits:** Select assignments are desk audited to gauge technical accuracy of the estimate and file documentation.
- **Reinspections:** Select assignments are physically reinspected to gauge customer satisfaction, technical accuracy, and a quality work product.
- **Customer Service Surveys:** Customer surveys are conducted to measure factors such as satisfaction with contractor timeliness, professionalism, and quality of work, and likelihood the customer would continue to use an insurance company's program based upon their experience with the contractor.
- **Performance Metrics:** Key performance metrics are captured, measured, and shared with each contractor to drive high performance results. Contractors who do not perform within our standards and the client requirements will be removed from the program.

## DESK REVIEW SERVICES

Estimates can also be reviewed by members of our Quality Assurance team for accuracy and compliance with client program requirements before they are provided to a client.

## CAPABILITIES

DIAMOND Claims Solutions' Service Providers are equipped with expertise and training, cutting edge equipment, and materials to handle commercial and residential losses including:

- Emergency Response
- National Catastrophe Management
- Water Extraction & Structural Drying
- Fire/Smoke Restoration
- Mold Remediation
- Contents Pack-Out & Cleaning
- Remodeling, Reconstruction & Repair
- Board Ups and Shoring Services
- Roof Tarps/Cover Ups
- Emergency Cleaning
- Vehicle Impact
- Document Restoration
- Air Duct Cleaning Services
- Fine Art Restoration
- Fabric and Textile Restoration
- Tree Removal
- Electronics Restoration
- Environmental Cleanup
- Consulting Services
- State of the Art Proprietary Emergency Response Planning System

