



# 1<sup>st</sup> Quarter 2007 Results

## Customer Service Success

### 1<sup>st</sup> Quarter Key Measures

- Average cycle time per file was 4.1 days
- Average time to inspection 1.23 days
- Agreed price percentage 72.5%
- Residential Single Family inspections 38.4%
- Mobile/Manufactured home inspections 32.8%
- Commercial Property inspections 28.8%

### Top Cycle Time Averages

- Denver 1.10 days
- Irvine 1.34 days
- Poway 1.79 days
- Fresno 2.07 days
- Dalton 2.13 days

**CONTACT US ANY TIME TO SET UP A MEETING**

Phone: 877.213.8783 x 706  
 Fax: 760.874.2853  
[www.americanpropertyclaims.com](http://www.americanpropertyclaims.com)

### Real Results

The first quarter of 2007 has demonstrated American Property Claims ability to deliver solid results and superior customer service. With an average inspection time of 1.23 days and average file completion time of 4.1 days, homeowners were able to rest assured that APC was working hard to bring their claims to resolution. Our damage appraisal staff working in conjunction with the insurance adjusters were able to work quickly to move files along at a faster pace than the client's had been accustomed to.



### San Diego implements video inspection option

APC is excited to announce that our San Diego, California service region is now fully functional with video inspection capabilities. In addition to a damage appraisal, report, basic photographs and a diagram, our video solution allows for additional documentation opportunities. This gives the desk adjuster complete visual access to a loss scene.

The video inspection is uploaded directly to our online claims management solution and is available for easy streams right from our site. "Our initial response has been amazing" stated APC President, Ernie Bray. "We are able to add more technology solutions at no additional costs to give our clients more detailed reports than any one else can provide."

### Caring For Clients

During the first quarter, APC was on scene providing support and assistance to homeowners on many losses. Our field staff on two specific losses, with the assistance of the insurance adjuster, were able to expedite a group of flood losses helping the residents locate temporary housing and bringing their contents loss portion of the file to a speedy conclusion. By working rapidly in times of what was extreme stress for the insured's, we were able to provide some piece of mind while delivering results. Any one of us suffering from such a traumatic loss, would be thankful to know there is a caring team to see them through it. Our hats off to the APC field staff who coordinated this difficult loss. Great job!



3196 Willow Creek Road Suite A130 #230  
 Prescott, Arizona 86301, USA