



Fall 2006

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Key Services

- Complete online property claims appraisal management solution
- Seamless interaction between the property adjuster and appraisal firm
- Top quality Property Damage appraisals from industry professionals!

CONTACT US ANY TIME TO SET UP A MEETING

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APC Launches Complete Property Claims Solution

American Property Claims, a division of AutoClaims Direct Inc, the industry leader in independent auto damage appraisals and claims management services, has launched a completely retooled DirectLink claims management system geared solely for property claims. This system is clearly the most advanced solution to the property damage appraisal industry and will allow insurance clients nationwide access to the best appraisal services on the market.

Cutting Edge Features

In our surveys of property adjusters the biggest complaint has been poor file organization and statusing from appraisal vendors. APC handles that issue the same way as the company's parent firm AutoClaims Direct. APC utilizes a real time, easy to use tracking system in which the adjuster can view status, input notes and ultimately receive the completed product, with amazing digital imagery right on line. APC has also made 360 degree imagery available upon request on select files enabling adjusters to obtain a panoramic view of the damage as if they were there on the site with the inspector.



Statistical Analysis and Reports

Property claims managers can now have a solution to track statistics, trends and obtain reports any time 24/7. Our built in geocode mapping and statistical modeling programs allow managers to mine data regarding any conceivable report.

"There are times a manager would like to know the average severity of claims and cycle time for a specific state, county or even zip code at a moments notice. We can drill down this data instantly" Stated Ernie Bray, President of ACD/APC. "We strive to give our clients the best in both property damage appraising and technology to create an unbeatable solution that delivers distinct and measurable results.



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CYCLE TIME SPOTLIGHT

APC LOS ANGELES

American Property Claims cycle time during our pilot period of June and July resulted in some excellent numbers. Property files can take longer than auto claims due to complexity and extent of damage but a rapid response to inspect the property damage is a key service goal of APC.

NATIONWIDE

1. HARBOR CITY	3.0 DAYS
2. SAN DIEGO	3.4 DAYS
3. SAN DIEGO	4.2 DAYS
4. BOISE	4.5 DAYS
5. PHOENIX	4.8 DAYS

Keys To A Great Scope Of Damages:

1. Excellent Photos
2. Detailed Diagram
3. Accurate Measurements
4. Listen To the Owner
5. Document Everything

QUOTE OF THE MONTH

"I knew of the AutoClaims Direct reputation of great work and when I tried the APC property division I wasn't disappointed."

Charley S. – Adjuster.

Complete "real time" access to every claim!

Team work! APC is structured on a basis of team file handling. We don't believe in handing a file to an appraiser and letting the file go days or weeks without resolution to finally receive a sub par product. Each "appraisal" team in our office works with the field inspector to bring a file to resolution. Members of the team assist the inspector, conduct research on issues if needed and work to provide a complete and accurate estimate to our clients. APC's team method enables us to ensure each client and policyholder receives top quality service every time.

Experience Is The Key.

Just as with ACD's auto appraising division we at American Property Claims believe that each client deserves an account manager dedicated to their account. Our property division has recently added 4 auditors who have backgrounds as licensed construction contractors, designated Property Claims Law specialists and adjusters experienced in property claims handling. This mix of talent enables us to provide a to quality product to our clients.

Audit Management

All files completed from APC undergo a complete in house audit ,every property damage appraisal is reviewed and scrutinized to ensure complete compliance to client guidelines. Our home office utilizes industry leading property appraisal software and industry research to verify labor and eliminate overlap.



APC CASE STUDY:

Problem:

A property claims department within a major carrier had been using multiple small appraisal firms in various locations for their personal property claims. These firms were multi line appraisal firms who mainly resulted to redlining contractor estimates. The client had no means to track leakage or cycle time and the resulting product lacked consistency. Photos were of varying quality and often large supplements from contractors appeared out of no where.

Solution:

APC's tech staff and VP of Operations met with the property manager and listened to the issues at hand. APC then proceeded to outline a quick resolution involving implementation of the DirectLink Claims Management solution along with APC's property appraisal team. Within 2 weeks of rollout this clients cycle time dropped by three days and file quality was dramatically enhanced.

