



*Restoring
Peace of Mind.SM*

Helping you take care of your customer
after Fire and Smoke Damage

Communication with Policy Holders

Emergency fire damage itself is upsetting enough for your customer, but a confusing or substandard restoration process can cause them to switch insurance carriers. At ServiceMaster Clean, we know that keeping your customers happy means more policy renewals and a smoother claims process. That's why we walk policyholders through our Emergency Fire & Smoke Recovery Guide, which clearly communicated what we'll do to return their lives back to normal.

Communication with Agents

We also contact you to relay the scope of the damage and the policyholder's state of mind so you are better informed and better equipped to help with your policyholder. We also work closely with the claim representative.

From our technical expertise to our clear communications with you and your policyholder, ServiceMaster Clean is dedicated to restoring peace of mind, the same way we are dedicated to restoring homes.

Emergency Fire & Smoke Recovery Guide



When people experience the devastation of a fire for the first time, they typically have no knowledge about fire damage or what happens during the restoration process. ServiceMaster Clean Restoration Technicians walk policyholders through the Emergency Fire & Smoke Recovery Guide to help them understand what will take place during this difficult time:

- 1. What is Fire and Smoke Service?**
 - Emergency Fire and Smoke Treatment
 - Understanding Fire and Smoke Damage
 - Restore vs. Replace Decisions
- 2. Checklist of Services**
 - Emergency Services
 - Odor Control Services
 - Restoration Services
 - Hard and Soft Contents Restoration
 - Pack-out
- 3. Frequently Asked Questions**
- 4. Pocket to hold documents related to loss**

We are as committed to restoring peace of mind as we are to restoring the damage done by the fire and smoke.

List Services

Fire, Smoke and Water Damage Restoration

Antiques and Fine Art Restoration

Biohazard Cleaning

Carpet, Rug and Upholstery Cleaning

Complete Building and Contents Cleaning

Data and Document Recovery

Electronic Equipment Restoration

Furniture Refinishing

HVAC Duct Cleaning

Restoration Dry Cleaning

Soot Removal

Some services may be subcontracted.

Put your mind at ease-recommend ServiceMaster Clean for emergency fire and water cleanup and put your policyholders' lives back to normal.