

# We Deliver Happy Homeowners

You have an insurance contents claim. What happens next?

We're sorry you have to go through an unfortunate situation like this – but don't worry.

Our experienced contents team uses iCat technology to help guide you through every step of the contents claims process, while keeping you connected to all your belongings through the iCat Homeowner Portal.

## 1 Assessing & Documenting Damage

- We document the loss site – a photo essay
- Sign authorization documentation
- Identify concerns and special instructions (tag 'rush' & sentimental items)

## 2 Packing & Inventorying Contents

- We photo inventory all property to be stored, clean or replaced
- You can view your contents anytime online
- Your contents are barcoded for chain of custody and online tracking

### Non-Salvage Contents Process

We help you get paid faster

- During packout, we will photo inventory all non-salvage contents (items that cannot be restored)
- Using iCat allows us to quickly generate a list of non-salvage items for your insurance company which speeds up the settlement claims process
- By providing your feedback early in the process, you will receive the additional benefit of a faster claims settlement

## 3 Cleaning & Restoring Contents

- Once authorized, we begin the cleaning and restoration of your contents to pre-loss condition using the latest in cleaning technologies

## 4 Storing Contents

- We store everything in a secure warehouse facility prior to delivery date

## 5 Delivering Back Contents

- Your contents are delivered as a whole or on-demand



— POWERED BY —  
**iCat**