

## **Homeowners/Commercial Property Damage/ PDA Package**

- All professional service fees are due upon receipt unless requested by the client or PDA.
- PDA's goal is for all files to meet a 12-hour contact, 24-hour inspection, and 120-hour turn-around time. If the 120-hour turn-around time is not met, an explanation (Status Report) will be provided to the client.
- Initial Contact/12 Hours: Contact with insured/claimant within 12 hours of assignment. If PDA experiences difficulty in contacting the insured/claimant, the client adjuster will be notified.
- Turn-Around Time/120 Hours: PDA's complete, final, closed file, including PDA's service invoice, will be sent to the client within 120 hours of assignment date. If this does not occur, a status explaining the facts and circumstances will be forwarded to the client every 72 hours until the assignment is completed.

### **PDA PROPERTY APPRAISAL PRODUCT**

#### **1. Time & Expense Sheet**

#### **2. Appraisers/Adjusters Report**

- Coverage
- Cause of Loss
- Subrogation/Salvage Information
- RCV/ACV
- Other pertinent comments and recommendations
- Diagram of damage

#### **3. Appraisal**

**4. Digital Photos:** Will be provided on all assignments and will clearly depict damage indicated on appraisal. A brief description for each photo will be provided. Where damage is not clearly shown in photos, notation in the file summary will be made.

**SEE INDIVIDUAL STATE LISTINGS FOR PROPERTY OFFICES**