

Property Services Management

Seamless Claims Handling

The PSM Unit provides a centralized service that includes **technical expertise** and administrative support to all of our property clients. Our staff is experienced in both the technical documentation and adjusting processes of all property losses. This centralized unit provides full oversight ensuring a **seamless claims handling experience** from initial loss intake, through the adjusting process, all the way to the timely return of an accurate estimate.

Fully Customizable Solutions

The PSM Unit works with each client to customize a product tailored to their specifications. This includes developing detailed loss handling procedures, **unique to the client**, to ensure that all losses are handled following your specific guidelines.

Desk Adjusting Services

PSM provides desk adjusting solutions in addition to our traditional inspections. These expedited solutions, utilize our **centralized team of technical claims examiners** to resolve claims. Should any field work be necessary, one of CIA's 250+ locations is used to assist.

BENEFITS OF PSM

- ▶ **Customized Work Product as Defined by the Client**
- ▶ **Uniformity and Consistency of Work Product**
- ▶ **Centralization of All Property Claims**
- ▶ **Timely Turnaround**
- ▶ **Seamless Process from Intake to Return**
- ▶ **Rigorous Quality Control**



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