

// PROPERTY SERVICES MANAGEMENT UNIT



Custard Insurance Adjusters is constantly looking for opportunities to provide professional and exemplary products to its clients. In keeping with this commitment, **CIA's Property Services Management (PSM)** Unit provides a centralized service that includes expertise and administrative support to all of its first party property customers. This unit consists of a specialized team of experts dedicated to personally monitoring your property losses to provide the most accurate and professional information possible.

The centralized unit is staffed with personnel experienced in both the technical aspects of the electronic systems as well as the adjustment of property losses. Utilizing these strengths, the unit efficiently and effectively services its clients by ensuring a seamless process from intake of the loss, through the adjusting process, to the timely return of an accurate estimate and complete work product.

Integrated technology connects with real - time data... any time. In addition, CIA understands that each client has its own set of unique procedures, and the PSM Unit will work to customize a product specifically tailored to the client's specifications utilizing templates, logos, or other formats as requested by the customer.

The PSM Unit is another of the many advantages of using CIA as your property claims adjusting company.

BENEFITS OF PSM

- Customized Work Product as Defined by the Client
- Uniformity and Consistency of Work Product through the centralization of all claims
- Timely Turnaround
- Seamless Process from Intake to Return
- Rigorous Quality Control

ASSIGNMENT WORKFLOW

- The claim is assigned by the client using either claims management software (**XactAnalysis** or **Symbility**), or sent directly to PSM at PSM@custard.com.
- The Property Services Management team reviews the loss and assigns to the adjuster with the **experience level best suited to handle the claim**.
- Once assigned, the file status can be **tracked in real-time**.
- The adjuster acknowledges the assignment and contacts the insured to scope the loss.
- All along, the Property Services Management Unit monitors the progress of the file to make certain that the **company standards are met and to insure timeliness of return to the client**.
- Upon completion by the adjuster, the PSM Unit performs a rigorous review of the file to insure accuracy and that client requirements are met before returning electronically to the customer.



FOR ADDITIONAL INFORMATION ON CUSTARD'S PROPERTY SERVICES MANAGEMENT UNIT (PSM), PLEASE CONTACT:

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