

Loss Control Series

Pre & Post Work Inspection



Arthur J. Gallagher & Co.



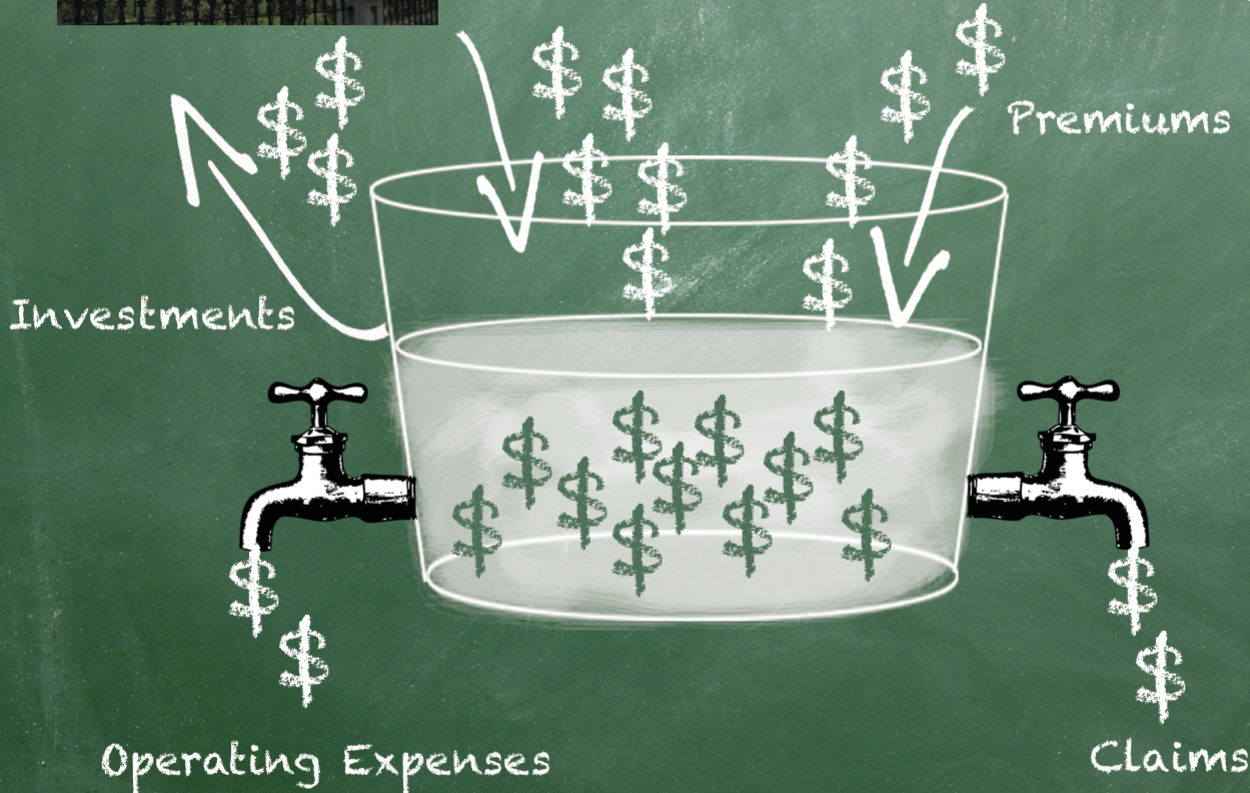
**OXI
FRESH**
CARPET CLEANING®



Investment
Returns



Premiums



Claims

What affects insurance premium?

Picture an Insurance Company as a bucket.

The bucket is filled with the premium dollars we pay for insurance.

Those premium dollars are invested in low risk, highly regulated treasury-backed securities.

These investments yield returns at current treasury interest rates that also fill the bucket.

There are two spigots on the bucket that drain the premium.


- The Operating Expense Spigot (Costs associated with running the insurance company)
- The Claims Spigot (Monies paid out to cover claims)

When the bucket is drained by claims it has to be refilled with either premium or investment returns.

When investment returns are low, insurance companies tighten underwriting requirement and raise premium rates to fill the bucket.

You can negate this effect by making your risk attractive through a good claims history.

Mitigating a Common Claims Occurrence - The Pre and Post Inspection



PRE & POST CLEAN INSPECTION CHECKLIST

CUSTOMER: _____ DATE: _____
 ADDRESS: _____ E-MAIL: _____
 PHONE: _____ TECHNICIAN: _____

CARPET AREAS TO BE CLEANED:

LIVING ROOM _____ BEDROOM _____
 FAMILY ROOM _____ OFFICE _____
 DINING ROOM _____ STAIRS _____
 OTHER _____

CARPET PRE-EXISTING CONDITIONS:

OPEN SEAMS FILTRATION LINES
 CARPET BUCKLING DISCOLORATIONS / COLOR LOSS
 CARPET DELAMINATION FADING
 STAIR CARPET LOOSE ABRASION / SHADING
 HEAVY SOILING IN TRAFFIC AREAS OTHER _____

STAINS:


URINE / PET PLANTS
 RED / JUICES FURNITURE FINISH / TRANSFER / VARNISH
 TANNIN / COFFEE / TEA OIL BASED
 DISPERSED DYE / MUSTARD HAIR DYE
 RUST INK
 NAIL POLISH OTHER _____

FURNITURE / UPHOLSTERY:

RIPS / TEARS STAINS
 SCRATCHES DAMAGE FREE
 SUN DAMAGE OTHER _____

TILE / WOOD FLOORING:

CRACKS DISCOLORATION
 GROUT DAMAGE NO DAMAGE
 GAP IN FLOORING OTHER _____



PRE & POST CLEAN INSPECTION CHECKLIST

PRE-CLEAN			POST-CLEAN		
ITEM	DAMAGE Y/N	DESCRIPTION	DAMAGE Y/N	DESCRIPTION	ROOM TYPE

ROOM TYPE: _____

COMMENTS: _____

EMPLOYEE SIGNATURE: _____ DATE: _____

CLIENT SIGNATURE: _____ DATE: _____

Mitigating a Common Claims Occurrence - The Pre and Post Inspection

Benefits of Pre and Post Inspection



Oxi-Fresh Franchisee Benefits

Protects Company Reputation

Employees will have a better understanding of the job

Reduces claim liability

Reduces the potential of a high dollar claim

Oxi-Fresh Client Benefits

Increased confidence in our company and employees







Customers will have a better understanding of the tasks being performed and the processes

Will help protect the customer's property and belongings in the event of accidental damage

Mitigating a Common Claims Occurrence - The Pre and Post Inspection

In order to avoid future claims against Oxi-Fresh, it is important that all employees conduct a thorough inspection prior to and after the job has been completed, with the customer present. By conducting both inspections, employees will be helping reduce Oxi-Fresh's claim exposure.

Inspection Process:

-  Prior to work, investigate all areas where work is being performed
-  The customer should be present during both inspections
-  Make note of any pre-existing conditions with a description, i.e. stains, fading, and/or worn or surfaces
-  A small scale map should be drawn to ensure that the furniture is returned to it's normal position
-  Before work begins, customer should sign off on inspection form
-  When work is completed, employees should conduct one last walk-through and obtain the customer's signature



Mitigating a Common Claims Occurrence - The Pre and Post Inspection

Case Study:

In early 2013, a general liability claim was filed against Oxi-Fresh. The claimant had stated that the Oxi-Fresh employee had used the incorrect brush on her “high-end” velvet sectional sofa. The claimant continued, stating , that the top layer of velvet had been removed as well as multiple stains had been left. The claimant valued her couch at \$10,000 and wants that amount to replace the sofa. Oxi-Fresh is disputing this claim and it’s valuation, based on pre-existing conditions of the couch.



Mitigating a Common Claims Occurrence - The Pre and Post Inspection

Common Pre-existing Conditions:

- Urine Stains and Odors
- Food and Drink Stains on carpet and furniture
- High traffic areas display normal wear and tear
- Animal claw marks on the carpet, furniture, and walls
- Oil and grease stains

