

We're Different. We're CRU GROUP Catastrophe Response.

Through our processes and training:

- We keep our clients phones from ringing after an event.
- We give our clients what they want, when they want it.
- We get it right, the first time.

Proactive Approach to Claims Analytics

During all deployments, we collect data in real time on performance against service level milestones. But we go far beyond collecting and reporting this data. We continually analyze the data and surround it with processes to insure consistently excellent cycle times.

True Quality Assurance

Through training, monitoring and file quality reviews our catastrophe claims adjusting includes true Quality Assurance. We review **all** field work submitted to ensure that the product is both accurate and consistent in format.

Flat Rate Fee Options

Our flat rate billing flexibility allows our clients to anticipate and control loss adjustment expenses. We can help remove a lot of the guesswork following an event.

Training Methodology

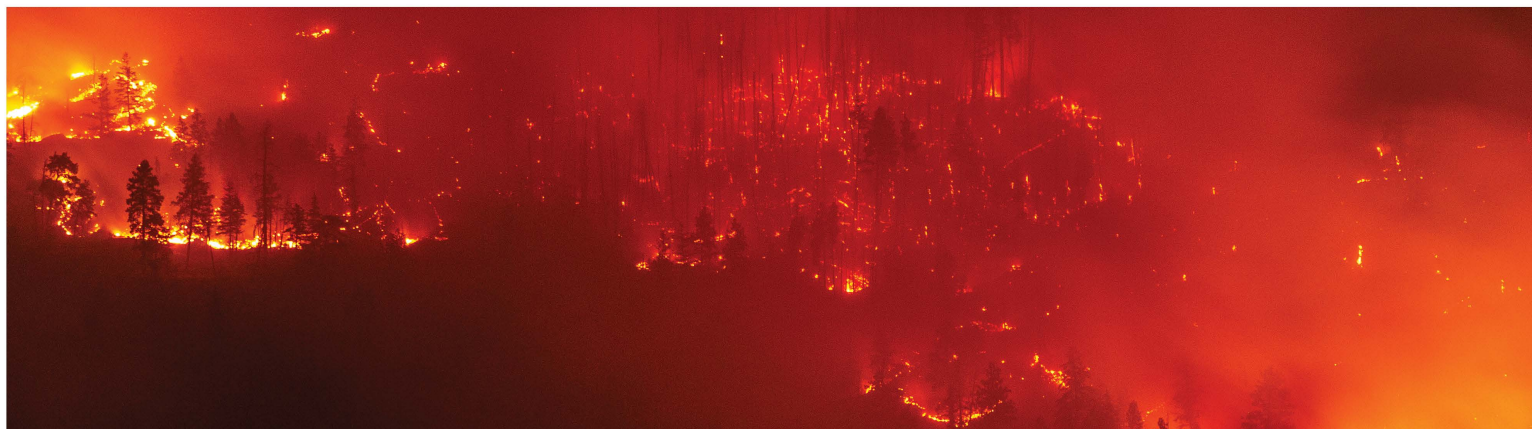
We conduct intensive client and event specific training, including just-in-time training at the deployment sites. Our adjusters are thoroughly prepared to deliver what our clients want, when they want it.

CRU GROUP Catastrophe Response

Canada Head Office
(Toronto)
2001 Sheppard Avenue East
Suite 810
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info@cruadjusters.com



Catastrophe Response Services

Catastrophe Field Adjusting

We provide licensed, client specific trained and experienced adjusters to handle our clients' losses and accurately quantify the damage covered in their policies.

Catastrophe Inside Adjusting

CRU GROUP can provide experienced, licensed desk adjusters to assist our clients through an event. Our teams are flexible and can work 10/7.

Task Specific Adjusting

We can provide inspecting and estimating teams to perform specific tasks related to our clients' catastrophe claims.

Catastrophe Response Planning

We can assist our clients in developing a clear, concise, detailed, Catastrophe Response Plan.

CRU GROUP Call Center

Our call center provides:

- First notice of loss intake
- Detailed and thorough first contacts
- Inspection scheduling
- Surveys
- Damage questionnaires
- Information changes

Our Call Center is thoroughly scalable and can rapidly ramp up to thousands of calls per day when necessary.

Drone Training

We provide drone training via licensed commercial UAV pilots who are well versed in all of the various governmental requirements.

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