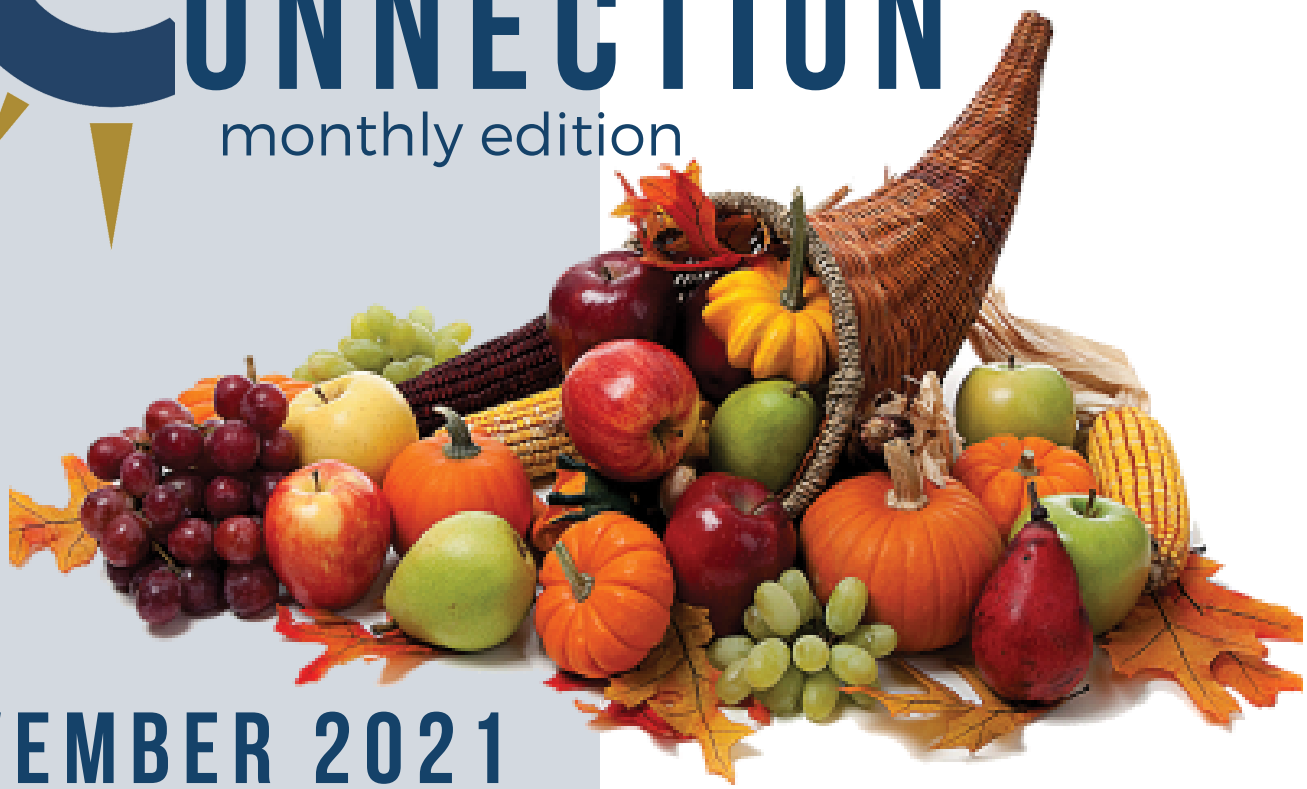
COMPASS CONNECTION

monthly edition



NOVEMBER 2021

Holiday season is here. With the cooler weather and holidays comes the increased risk of house fires. Find out how to help the claims process of a fire damage claim go smoothly in this newsletter. Our field managers have provided tips on how to walk on concrete tile roofs and we are still offering a CEA certification course. Continue reading to find out how to register.

COMPASS
Adjusting Services, Inc.

EVENTS

PAST:

October 18, 2021 - October 22, 2021
Xactimate Mastery Virtual Class
Virtual

October 25, 2021 - October 29, 2021
Xactimate Fundamentals Virtual Class
Virtual

October 27, 2021 - October 29, 2021
2021 Large Loss Conference
Tampa, FL

UPCOMING:

November 17, 2021
XactContents Virtual Class
Virtual

November 30, 2021
Xactimate 1 Day Fundamentals Virtual Class
Virtual

December 13, 2021
Xactimate Level 3 Virtual Class
Virtual

Full Schedule Click Here

IN THE WEATHER

Severe weather links:

Wunderground Hurricane

Wunderground Severe Weather

NOAA

BECOME CEA CERTIFIED

Compass Adjusting Services is now offering a CEA certification course for the low cost of $39!

To be eligible to work earthquake claims in California, everyone is required to be CEA certified.

The CEA certification typically has a 3-year renewal cycle, except when one of the following occurs:
1) A change to the policy
2) A change to the manual
The CEA manual was updated on January 1st, 2021.

You will receive your CEA certification as well as 3 hours of CE credit (TX, FL and OK).

Email employment@compassadjusters.com for more information!

COMPASS LEVEL 1 CERTIFICATION EXAM

Want to make yourself stand out?! Take the Compass Level 1 Certification Exam!

We ask all adjusters interested in working with Compass to take the Compass level 1 certification exam. It is a quick exam that allows us to see your skills and experience. **If you make a 70% or higher on this exam, you will be sent a Compass Merch Pack! *while supplies last***

Field Adjuster Exam **Desk Adjuster Exam**

Adjusters who complete this exam and pass will be given priority over adjusters who do not complete this exam.

WIN →

AND MORE...

FIRE DAMAGE INSURANCE CLAIMS

Holiday season is upon us, bringing the holiday cooking, fires in the fireplace and homes decorated in Holiday lights. These holiday traditions can increase the risk of a house fire. House fires can be devastating to individuals and families. People often have a difficult time thinking clearly after encountering such a loss while also having to deal with insurance companies, mountains of paperwork and adjusters.

When a fire destroys a home, commercial business, or property it is considered a total loss fire claim, meaning insureds will obtain compensation from the insurance company equal to the policy limit. Fire damage is covered by all home insurance, business insurance and commercial insurance policies. It is considered the most common type of loss to protect against.

FIRE DAMAGE INSURANCE CLAIMS

With a fire come smoke damage. However big or small the fire was, smoke damage can be destructive to your home. Below are a few tips to know about smoke damage insurance claims.

Make sure the property is safe to enter. Before entering a fire-damaged home, it is important to get permission that it is safe to enter. Wear protective gear like a long sleeve shirt, long pants, closed toed shoes or boots, gloves, protective eye wear and a certified face mask if necessary.

Be thorough when documenting damage. Insurance policies will likely cover losses experienced in the fire. Make a list of information pertaining to your loss of property. These can include date of loss, type of loss/damage, location, injuries that may have occurred, description of damaged contents, a police or fire report and whether temporary repairs have been made.

It is always important to be kind and courteous to the insured. Many insureds are experience total losses and destruction of their home. Have patience when obtaining any information from the insured. Communicate any important information clearly and respond to the insured or carrier in a timely manner.

ADJUSTING TIP: WALKING ON TILE ROOFS

From Compass Adjusting's Field Managers

Documenting cause of loss (COL) thoroughly is important, but as adjusters, we have to be careful not to cause damage to the insureds property while investigating the loss. It is important to remember to not walk on clay tile roofs and make sure you are being careful and know where to step when inspecting cement tile roofs.

Below are a few helpful videos to demonstrate where you should be stepping or walking on these types of roofs.

How to Walk on Concrete Tile Roof

Where to Step on Concrete Tile Roof

If you have a roof that you are not able to walk on then make sure that you are getting roof top photos from your ladder to document the file.

ADJUSTER SPOTLIGHT

BELOW ARE CARRIER COMMENTS AND PRAISES FOR OUR ADJUSTERS!

JEFF HARVEY

"... complete stud in LL I/A Jeff Harvey. I am looking at the quality of the sketch, the F9 notes of explanation and this may be one of the best LL estimates I have seen in terms of organization."

-Carrier

EVERT SUAREZ

"This is one of the most detailed IA reports I have seen in a long time, this is large loss level stuff. Thank you for the excellent report."

-Carrier

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