Customer Damage Claims

Claims · https://milo.masseyservices.com/docs/customer-damage-claims/

1001: Customer Claims

Purpose

When a customer lets us know about dissatisfaction with the effectiveness of our services, damage caused to their property covered under their guarantee with us, or other damage to property or persons, it is considered a customer claim.

Damage Claim Types

1. Customer Satisfaction Claim

a. A claim resulting from damages that are determined to be outside the scope of either our guarantees, contractual obligations or service failure.

2. Damage Claim

a. A claim resulting from a failure to perform contractually, meet our guarantees or a service failure.

3. General Liability Claim

a. Any other claim, such as damage to any property that occurs during the course of providing one of our services, i.e. a gate broken by a technician or stepping through a ceiling.

4. The general steps for processing a customer claim include:

a. Customer notifies us of a claim

b. Administrative staff schedules an appointment for the General or Service Manager to visit the customer. To schedule the appointment:

i. Access the customer’s account in ServicePro

ii. Choose to Add Event under the applicable program

iii. Choose the appropriate event from the Event Information dropdown box

A. Lawn Request

B. Pest Request

C. Manager Retreat Protocol B (for bait)

D. Manager Protocol Request (for termite)

iv. Complete the request information and add a note to the account.

v. Print Service Report and provide it to the GM.

vi. The General Manager or Service Manager thoroughly researches the customer's file, service history and A/R history prior to meeting the customer.

vii. They then meet with the customer to do a thorough inspection of the property and to try to resolve the claim. If it is a termite claim, the manager will complete a WDO Protection Evaluation Repot. The results of the inspection will be documented in the customer's file.

viii. Manager handling the claim completes the Claims Editor with the claim information within 48 hours, even if it is determined to not be a claim and the resolution is only to retreat the property.

A. If the General Manager was unable to resolve the claim, he needs to contact the Regional Manager and Risk Management Department for help in resolving the claim.

5. What happens next with the claim depends on if the claim was approved or denied?

a. Denied Claim

i. If the claim is denied, the customer will be sent a denial letter. One copy of the letter will be forwarded to the Risk Management Department and one copy will be kept in the customer's file.Approved Claim

b. If the claim is approved, the General Manager will get estimates from Massey approved vendors for the repairs.

c. Then the Vendor/Claim Authorization form is generated by the Claims Editor. The General Manager prints the form, signs and forwards to the Risk Management Department for approval. The form must be submitted and an approval received before repairs begin.

d. After the repairs have been made, the General Manager completes the Customer Acceptance form with the customer.

e. The entire claims packet is submitted to the Risk Management Department.

Your Role

1. You will

a. Schedule the appointment for the General Manager/Service Manager to meet with the customer.

b. Pull files and paperwork for the General or Service Manager

c. Help notify the Risk Management Department of the claim through a phone call as necessary

d. Help to submit the claims package to the Risk Management Department as necessary.

2. Important Documents

a. Lawn Damage Claim Checklist

b. Termite Damage Claim Checklist

c. General Liability Claim Checklist

D) Termite Claims

WDO Protection Evaluation Report: For termite claims, you will fill out as much of this report as possible. The manager completes the remainder while on site.

After the claim is submitted through Claims Editor, this form becomes downloadable. The General Manager completes and signs the form. It is then submitted to the Risk Management Department for approval. The Risk Management Administrator will facilitate the approval process. This is done for all customer claims, no matter which type.

Customer Acceptance Form:

a. GreenUp Acceptance Form

b. Termite/GL Acceptance Form

2. When the repair has been made the General Manager will have the customer sign the Customer Acceptance Form and then it is submitted to the Risk Management Department. This is done for all

customer claims, no matter the type.