PP No.: 1000
Section: Insurance and Claims
Subject: WDO Protection Evaluation Report (MS-182)
Approved By: Tony Massey
Effective Date: July 8, 1998
Last Reviewed Date: July 29, 2026
Policy Owner: VP Director of Quality Assurance

PURPOSE

At Massey Services "Above all, we are committed to *TOTAL CUSTOMER SATISFACTION*."

It is our intent to respond to all termite re-infestations by contacting the customer within 24 hours and resolving the issue within 48 hours. A visit by a general manager, service manager or regional designate will be arranged to address the situation, including any contractual obligations for repairs if deemed necessary.

The WDO Protection Evaluation Report is used during inspections for existing termite customers who have an active termite or other WDO infestation. This form is required when submitting a WDO claim.

General Manager Responsibility

It is the general manager's responsibility to ensure that the WDO Protection Evaluation Report is completed accurately and in thorough detail. To ensure the form is completed correctly, fill out the following sections:

1. Retreatment Analysis
    a. All sub-sections must be completed.
    b. The account history must be thoroughly reviewed.
    c. Historical data sub-sections about the structure must be completed prior to the inspection. The sub-sections titled *Infestation Information, Conducive Conditions,* and *Damage Information* will be completed during the inspection.
2. Termite Damage Claim Summary
    a. This section includes sub-sections to input data for previous claims, such as the dollar amount for each, re-treatment history, and type of guarantee. <u>These sub-sections must be filled prior to the inspection</u>.
    This section also includes a narrative section, which can be written on separate sheets of paper if needed. The narrative should include qualifying statements about the answers given in the following sub-sections (*Infestation Information*, *Conducive Conditions*, and *Damage Information)* of the retreatment analysis. Have an explanation why termites are in the structure. Additional paper sheets will be attached to the WDO Protection Evaluation Report.
3. Treatment Prescription
    a. This section includes areas for written instruction and graphical representation of the infestation.
    b. This section also includes areas for the GM to schedule the date of treatment, which technician to conduct the work, and time to complete.

c. The graphical representation of the infestation will be drawn prior to the treatment. Draw to scale. This Treatment Prescription graphical representation must be compared to the original graph of the structure. Any changes to the structure that were conducted without prior notice may warrant cancellation of the termite agreement.