



edjuster provides onsite collaboration and support to policyholders during a time of need

edjuster has completed over 65% of residential insurance content claims in FortMac

The Fort McMurray wildfires is considered the single largest catastrophic event in Canada and the biggest assignment that our team of contents claims specialists has ever managed, with over \$6B reported in catastrophic loss and thousands of displaced homeowners.

Fort Mac was considered a “total loss” situation, a catastrophe (or CAT) in the insurance business. When the fires were ongoing, there was a mass evacuation of over 80,000 people. The result was a displaced community, with residents being uprooted and distributed across Canada and the United States.

“edjuster assisted Unifund customers with their specific needs, managing their contents claims, under the most difficult conditions—while maintaining the high levels of customer service that policyholders have come to expect from Unifund. edjuster worked closely with our adjusters to continually ensure they remained up to date on claims status via advanced reporting progress updates.”

Charles (Chuck) Lindner
CIP CRM, Senior Technical Consultant
Unifund Canada

FORT MCMURRAY QUICK HIGHLIGHTS





Dealing with a “CAT”

In total, edjuster deployed 105 team members onsite, including 61 “boots on the ground” Content Specialists, working on claims for a period of over six months. The team lived in work camps, together with firemen, contractors and recovery workers. Our reps were assigned claims by the insurance companies, to work directly with homeowners/policyholders to begin the inventory process on their homes’ contents. When our team arrived onsite, the homeowners had nothing—all that remained of their belongings was their memory. The strength that our CAT team brought was a human touch that served to help them through the process. When your house has burned to the ground and is completely destroyed, it’s almost impossible to recall the contents of your home.



Efficient, Accurate Inventory & Valuation

Our team of specialists were there to help gather inventory on home contents, using a guided series of questions and coaching to assist with recollection and inventory. A person’s home helps to define them and typically people are very attached to items, but they may not be able to recall them accurately. Our pre-loaded templates and guides help homeowners step through the full inventory process, working through all the specific items.

To date, our team has managed over \$150 million in replacement cost value (RCV), which is a record high. A unique combination of people/services and technology contributed to the successful facilitation of this. Our team on the ground provided the in-person touch, coupled with our SaaS technology that streamlined the processing of all contents valuation and inventory processing.



Making a Difference

edjuster guaranteed the performance with contents claims onsite during the event—no other vendor could deliver this same experience. Under the terms of service, the Performance Excellence Program guarantees performance standards on each and every claim assigned—all key performance metrics will be met on 100% of all claims—or our customers will not be invoiced.

An upside benefit to our insurance partners was an enhanced image and reputation as a reliable provider during a very tragic and devastating experience.

For policyholders, the edjuster difference was a trusted and efficient process that helped them in their time of need. The reduced claims cycle times enabled policyholders to take the next steps forward in reclaiming their lives.

edjuster extends its brand promise for performance excellence guaranteed contents claims settlements.

For New Claims: Tel: 1-866-779-5950 Fax: 1-866-779-5951 Email: claims@edjuster.com
Online Claim Submission: www.edjuster.com

Powered by our Passion for Helping People and *exclaim* Contents Valuation Software.

