

# Testerman Restoration Claims Process

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The initial call is received from the insured or insurance company.

2

Testerman Restoration responds 24/7 to the insured within 30 minutes.

4

Our Estimator prepares an estimate and submits it to the insurance company within 3 days (depending on the size of the loss).

3

Our Owner, Estimator, or Production Manager sets up a meeting with the insured to assess the damages.

6

The contract is signed and the work begins. *Excellence in Everything We Do!*

5

The Estimate is approved by the insurance company.

7

Expect steady contact from Testerman Restoration throughout the entire process of the job to ensure complete customer satisfaction.

8

The Job is Completed!

9

Testerman Restoration will follow up with the insured to make sure excellence was achieved, customer satisfaction survey is complete and all warranty concerns are taken care of.



**TESTERMAN**  
RESTORATION