



## **WHAT TO EXPECT FROM LOSS SOLUTIONS GROUP**

### **IF YOU REQUIRE A BUDGET: REQUESTING A BUDGET**

Budgets can be requested by calling or emailing a Client Service Specialist (866.899.8756 / [NewClaims@LossSolutionsGroup.com](mailto:NewClaims@LossSolutionsGroup.com)). We try to provide the most accurate budgets based on the information provided; the more information we're provided the more accurate the budgets will be. Although we do our best to abide by the projected budget, if additional time is needed once we've started an assignment, it will be requested before the budget is exceeded.

Written approval of all requested budgets via email is required before we proceed with the claim handling.

The following information is helpful when requesting a budget:

- Property and damage type
- Assignment (desk review or site inspection, scope of damage, reparability, cause of loss, salvage, ACV, RCV, etc.)
- Loss location if an inspection is being requested
- Documentation/Photos that will need to be reviewed
- If documentation is not yet available, please provide the following if available:
  - A list of damaged property (including make, model, and age if available)
  - Quantity of damaged pieces of equipment
  - Number of vendors involved
  - Approximate claim exposure

Some claim handlers prefer to submit all claim and assignment information at the time of the budget request (please see next step: Submitting a New Claim).

Once a complete budget request is submitted to Loss Solutions Group's Client Service Specialist team, the claim handler will be provided with a budget via email (typically within one to four business hours).

Once the claim handler has approved the budget, they would respond to the Client Service Specialist Team saying "OK to proceed" and providing any outstanding claim or assignment information (please see next step: Submitting a New Claim).

### **IF YOU DO NOT REQUIRE A BUDGET: SUBMITTING A NEW CLAIM**

When submitting a new assignment to Loss Solutions Group, please email or fax a New Assignment Input Worksheet along with any supporting documentation and/or photographs. Please also feel free to call a Loss Solutions Group Client Service Specialist with your new assignment, or submit it on our website.

In addition to the claim and assignment information, please provide Loss Solutions Group with all relevant information that is available, including but not limited to:

- A list of damaged property (including make, model, and age if available)
- Estimates/Invoices/Work Orders or vendor contact information
- Vendor Reports (Diagnostic/Troubleshooting/Testing)
- Incident Reports
- Police Reports
- Photographs

**E-Mail** it to [NewClaims@LossSolutionsGroup.com](mailto:NewClaims@LossSolutionsGroup.com)

**Fax** it to (860) 639-5158

**Call** the New Matter Hotline (866) 899-8756

Use our **website** – [www.LossSolutionsGroup.com](http://www.LossSolutionsGroup.com) | [Assign a Claim](#)

## **RECEIVING A HIRE LETTER**

Shortly after the claim handler has submitted a new assignment, a Loss Solutions Group Client Service Specialist will process the assignment and email them a hire letter which will contain the assigned consultant's contact information.

## **CONSULTANT CONTACT WITH INSURED/VENDOR**

The assigned LSG consultant will make contact with the insured and/or vendor within 24 hours of receiving the new assignment. The consultant will contact the insured and/or vendor throughout the assignment process to discuss the claimed event and any other information necessary to complete their investigation.

Information that will be requested from the insured and/or vendor may include, but is not limited to:

- Description of the claimed event
- A list including the make, model and ages of claimed property
- Collect all available estimates, invoices, troubleshooting reports, incident reports, police reports, photographs, etc.
- Confirm the date of loss
- Condition of the property prior to the claimed event
- Obtain failure mode and diagnostic/troubleshooting information
- Discuss repair versus replacement options
- Discuss whether claimed repairs/replacements are like kind and quality to the damaged property

## **TECHNICAL RESEARCH AND COST EVALUATION**

Based on the information that the consultant gathers from the claim handler, insured, vendor, etc., they will perform research to yield a cause of loss, reparability analysis, repair and replacement options, and actual cash value.

## **UPDATES TO THE CLAIM HANDLER**

Although Loss Solutions Group strives to complete all assignments within seven (7) business days, consultants will provide the claim handler with updates via email at least weekly, or more often as significant progress is made in their investigation.

## **FINAL REPORTING**

A Client Service Specialist will email the claim handler with the consultant's final reporting with all supporting documentation and research as well as an invoice for Loss Solutions Group's services. If an email report has been requested, it will typically be emailed directly to the claim handler from the consultant.

## **QUESTIONS**

Please feel free to contact the Loss Solutions Group consultant who is assigned to your claim or a client service specialist at (866) 899-8756 ext. 1.