



2360 E White Star Ave, Anaheim, CA 92806, United States  
(562) 735 4966 / [jobs@ecrpro.com](mailto:jobs@ecrpro.com)

## What is a Content Restoration?

Content restoration is the process of restoring valued items in a home or business that have been damaged in a fire, flood or other unexpected event.

This is the second to the last process before reconstruction begins.  
All the contents in the affected rooms need to be removed from the house so constructors can start the construction of your home.

## OUR PROCESS:

### We receive a job

Exclusively Contents receives referrals from existing and new public and insurance adjusters, contractors or directly from homeowners.

### Account Set-Up

We need to make sure we have your complete information

NAME

ADDRESS

PHONE NUMBER

EMAIL ADDRESS

We also need to make sure that your claim is already set-up

INSURANCE COMPANY

CLAIM NUMBER

ADJUSTER'S NAME

ADJUSTER'S PHONE NUMBER

ADJUSTER'S EMAIL ADDRESS

Once we gather these information, we will set-up your account to our iCat software (software exclusively for contents restoration companies)

## **Scheduling a walk-through or job inspection**

We will call you and confirm a walk-through schedule.

A lead technician will visit you in your home, check and take photos of every corner of the affected rooms so he or she can also determine the materials and labor hours needed to complete the job.

## **Xactimate Estimating**

Our Xactimate estimator will create a Contents Restoration estimate (Pack-Out, Storage and Pack-Back) to be submitted to your insurance adjuster together with the job inspection photo report that the lead technician took during the walk-through

## **Estimate Approval**

It may take 2-3 days for your insurance adjuster to review the submitted estimate. Once approved and paid, we will schedule the pack-out service. You can help us follow up to expedite the review and approval process by calling your insurance adjuster.

## **Pack-Out Scheduling**

Exclusively Contents will notify you once we hear back from your insurance adjuster.

We need to make sure that you have secured us a copy of the signed work authorization and a direction of payment, a day before the confirmed pack-out schedule.

## **What is a pack-out?**

*Content pack out is part of the disaster recovery restoration and cleanup process and involves the packing of damaged items in your home and their relocation to a safe area.*

*Content Restoration Technicians take a picture of each content, and have them inventoried, have them properly wrapped to make sure they are secured before they put them in boxes, have them barcode each boxes then load them in the moving trucks.*

*It may take days depending on how many rooms in the house were affected by the fire or water damage.*

## **Total Loss Inventory and Disposal fee**

We will do a total loss inventory off-site. This will protect our employees from being exposed to whatever chemicals or particles present in the air of the affected rooms. One

we complete the Total Loss or Damage Contents Inventory List, we will send you a copy so you can review before we submit to the insurance.

Once you agree that the contents listed are all for disposal, we will have you sign a waiver that you agreed that the listed contents will be for disposal and will not be returned during the move-back.

### **Off Site Storage**

*We will bring all your inventoried contents to our warehouse storage facility. As soon as we put them to their designated storage vaults, we will give you and your insurance adjuster a complete list with images of all inventoried contents that are in our possession. We bill monthly storage services and send monthly invoices to your insurance adjuster for payment.*

### **Move-Back Scheduling**

Please contact us once repairs are completed.

We will check your account if there are still unpaid invoices that need to be settled.

Once everything is cleared, we will schedule a move-back service.

### **What is a move-back?**

*A Pack-Back is when our specialists return all items back to their original position at the original claim-site. Using photographs and carefully detailed notes, we will place all contents back into their pre-loss positions.*

*Before we close the job in our system, please help our small business by giving us an excellent rating in Google or Yelp.*

*Also, you can help us improve our process by answering our customer satisfaction form.*

*We will get in touch after 2 days and if everything is good, we will tag the job completed.*

*Thank you for being a good customer! :)*

