

REFERENCE SHEET

	Allstate	AM FAM & Homesite	Auto-Owners	Farmers & Foremost	The Hartford	Horace Mann Insurance	MetLife	State Farm	Travelers	Self Pay	Non-Program
Daily monitoring	See Chart 1B	1.5 for 1 level loss. Speak with the Adjuster for more time if more than 1 level	1.75	See Chart 1A	1.5	1.75	1.5	1.5 (documented why more is being charged if needed)	See Chart 1F	Actual Time	Actual Time
Call Adjuster & XACT Note & IT Department	Email IT for Cabinet and Shower demo Specialty EQ Textile Cleaning Drying time Estimate Cost	Communications with the Adjuster in a Xact note Specialty Equip Over 3 dry days Estimate > \$2K Sketch entire affected level	Specialty Equip. Over 4 dry days Estimate > \$2.5K	Specialty Equip. Over 3 dry days Estimate > 2K CAT 3 - \$1500	Specialty Equip. Over 3 dry days Inform of estimated cost Cabinet Removal Testing (to get 10/10)	Specialty Equip. Over 4 dry days Estimate > \$3K Verbal \$5k - Written Testing (to get 10/10)	Specialty Equip. Over 3 dry days Estimate > \$2.5K	Specialty Equip. Over 5 dry days Estimate > \$2K	Specialty Equip. Over 3 dry days Estimate > \$25K Via email, phone call, or voicemail	All notes in 365 and an email link sent to the homeowner	All notes in 365 and an email link sent to the homeowner and adjuster
Initial Upload 24 hours	XACT packet Generic ATP / ATR Note Email to IT	XACT packet AM FAM ATP / ATR Note Phone call to Adjuster	XACT packet Generic ATP / ATR Note Phone Call and Email to Adjuster	XACT packet Farmers EMRP 24hr Notification Note	Xact Packet Generic ATP / ATR Testing Note with adjuster name / email / phone number who gave approvals	Xact Packet Generic ATP / ATR Note With Adjuster name for approvals	XACT packet MetLife ATP / ATR Note with adjuster name for approvals	XACT packet State Farm ATP / ATR Call the Agent Note	XACT packet Travelers ATP / ATR Note	Sent via email to homeowner and a note placed in 365	Sent via email to homeowner and adjuster with a note placed in 365
Mold Found	Any Amount Specify if over 10 SF	Any Amount Specify if over 10 SF	Any Amount Specify if over 10 SF	Any Amount Specify if over 10 SF	Any Amount Specify if over 10 SF	Any Amount Specify if over 10 SF	Any Amount Specify if over 10 SF	Any Amount Specify if over 10 SF	Any Amount Specify if over 10 SF	Any Amount	Any Amount
Emergency Service Call	ESRV If on site within 4 hours	ESRV / ESRVD (if no work is done)	ESRV	ESRV ESRVD	ESRV / ESRVD (if no work is done)	ESRV (if received after 3:01 PM on weekdays)	ESRV or ESRVD (if no work is done)	ESRV only if crew is dispatched after hour	ESRV	ESRV ESRVD (if received after 3:01 PM on weekdays)	ESRV ESRVD (if received after 3:01 PM on weekdays)
Testing	Send bill to: 5080clams@allstate.com	Invoiced amount to the Adjuster Contact Adjuster immediately about testing	Line Item (unless more)	Invoiced amount billed separate from the estimate. Send to the Adjuster	Sent to Adjuster from ServiceMaster as a LUMP SUM BID with 10/10	Sent in estimate from ServiceMaster as an invoice with 10/10	Line Item (unless more)	Billed directly to State Farm from the testing company	Line Item (unless more)	Line Item	Line Item
After hours Billing	None (Only EQA on weekend and holidays)	Yes 5:01 PM-7:59 AM Weekends and Holidays	Yes 5:01 PM-7:59 AM Weekends and Holidays	Yes 5:01 PM-7:59 AM Weekends and Holidays	Yes 5:01 PM-7:59 AM Weekends and Holidays	Yes 5:01 PM-7:59 AM Weekends and Holidays	Yes 5:01 PM-7:59 AM Weekends and Holidays	Yes 5:01 PM-7:59 AM Weekends and Holidays	Yes 5:01 PM-7:59 AM Weekends and Holidays	Yes 5:01 PM-7:59 AM Weekends and Holidays	Yes 5:01 PM-7:59 AM Weekends and Holidays
Equipment	Tenth of a day billing See Chart 1D	Full Days	Full Days	Billed in Hours and Minutes	Full Days	Full Days	Full Days	Full Days	Full Days	Full Days	Full Days
Dehumidifiers	See Chart 1E	See Chart 1E (Except the smallest charged for is a Large)	See Chart 1E	See Chart 1E	IICRC Standards	See Chart 1E	IICRC Standards	See Chart 1E	See Chart 1E	IICRC Standards	IICRC Standard
Filter Charges		0.25		0.25	0.25						
Content Manipulation	See Chart 1C	See Chart 1C	CON_LAB & WTR_BLK are billed hourly	CON_LAB & WTR_BLK are billed hourly	CON_LAB & WTR_BLK are billed hourly	CON_LAB & WTR_BLK are billed hourly	CON_LAB & WTR_BLK are billed hourly	CON_LAB & WTR_BLK are billed hourly	CON_LAB & WTR_BLK are billed hourly	CON_LAB & WTR_BLK are billed hourly	CON_LAB & WTR_BLK are billed hourly
O&P	No	Sub Contract work submitted by ServiceMaster	Sub Contract work submitted by ServiceMaster	Sub Contract work submitted by ServiceMaster	Sub Contract work submitted by ServiceMaster	Sub Contract work submitted by ServiceMaster	Sub Contract work submitted by ServiceMaster	Sub Contract work submitted by ServiceMaster	Sub Contract work submitted by ServiceMaster O&P on Mt if approved by the adjuster	Yes & Sub Contract work submitted by ServiceMaster	Yes & Sub Contract work submitted by ServiceMaster
Program discount	Calculated by Allstate	10% off equipment & extraction SPE PCD	10% off equipment & extraction SPE PCD	2.5% off equipment & extraction WTR DISC	10% off equipment & extraction SPE PCD	None	None	(PSP only) 10% off equipment & extraction SPE PCD	None	None	None
Base Service Charges / Minimums	None	None	None	None	None	Factored in	None	None	None, unless approved by the adjuster	Yes	Yes
Final Review	Dry Logs COS Mold Forms Photos Final Note ServiceMaster Prime Audit	Dry Logs AM FAM ATP / COS Mold Forms Photos Final Note ServiceMaster Ward Law	Dry Logs COS Mold Forms Final Note ServiceMaster	MICA Dry Logs COS Mold Forms Final Note ServiceMaster	Dry Logs COS Mold Forms Final Note ServiceMaster	Dry Logs COS Mold Forms Final Note ServiceMaster	Dry Logs ATR / COS Mold Forms Final Note ServiceMaster	Dry Logs ATP / COS Mold Forms Warranty / Estimate to Customer Final Note ServiceMaster	Dry Logs COS Mold Forms Final Note ServiceMaster	Dry Logs COS Mold Forms Final Note	Dry Logs COS Mold Forms Final Note

Dump Load: DMO_PU Multiply LF by .33 0 sf - 125 sf = .25 126 sf - 250 sf = .50 251 sf - 375 sf = .75 376 sf - 500 sf = 1 Exceeded 3 loads 1500 - 6000 sf = DMO_DUMP< 6001 - 8000 sf = DMO_DUMP 8001 - 14000 sf = DMO_DUMP> Insurance Contact Allstate 800-255-7828 Auto Owners 888-252-4626 Hartford 800-243-5860 Horace Mann 800-999-1030 Farmers 877-277-9178 State Farm 877-859-1857 Travelers 800-238-6225 MetLife 800-854-6011x0 PM 800-854-6011 x55400 AM FAM 800-692-6326 Home Site 866-621-4823	Chart 1A			Chart 1C		
	1-5 pieces of equipment			When the full room is affected CON ROOM		
	6-10 pieces of equipment			Small	<100 sqft	Part room is 25, 50, 75
	11 or more pieces of equipment			Medium	>100, <=150 sqft	
				Large	>150, <=200 sqft	
				X-Large	>200 sqft	Use WTR BLK if block part room
	Chart 1F			Chart 1D		
	1-5 pieces of equipment			Example: Equipment time was 70hr 25mn		
	6-10 pieces of equipment			Step 1: 25mn/60mn = 4166hr		
	11-20 pieces of equipment			Step 2: 70hr+ 4166hr = 70.4166 hr		
	21-25 pieces of equipment			Step 3: 70.4166hr/24hr = 2.93 Days		
	26-30 pieces of equipment			Step 4: 2.93 rounded to nearest 10th = 2.9 Days		
	31-40 pieces of equipment			Step 5: Enter 2.9 as quantity		
	41 or more pieces of equipment			Hundreth Decimal Place 0.00		
				*1-4 round down, 5-9 round up		
	Chart 1B			Allstate IT department Email		
	Charged 1st and last day			IT emails (as of 8/1/2019):		
	Type Set up Take down			CG8KL@allstate.com - CH79T@allstate.com		
	Air Mover/AFD 5 Minutes 5 Minutes			CLSS5@allstate.com - kimberly.davis@allstate.com		
	All Other Eqp. 15 Minutes 15 Minutes			Courtney Valdez@Allstate.com		
	2 dehu + 10 AM = (2*15min)+(10*5min) = 1 hour 20 min			Byron Vincent@allstate.com		
	Chart 1E			Remember to use the lowest needed dehu sizes for billing		
	WTR DHM> L Dehu w/ AHAM rating of 70 to 109 PPD					
	WTR DHM>> XL Dehu w/ AHAM rating of 110 to 159 PPD					
	WTR DHM>>> XXL Dehu w/ AHAM rating of 160 PPD or greater.					
	IE, if required AHAM is 65 PPD and a dehu w/ a rating of 75 PPD used, the WTR DHM line item is used					

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Emergency Service Call	ESRV if on site within 4 hours	ESRV / ESRVD (if no work is done)	ESRV	ESRV ESRVD	ESRV / ESRVD (if no work is done)	ESRV received after 3:01 PM on weekdays	ESRV or ESRVD (if no work is done)	ESRV only if crew is dispatched after hour	ESRV	ESRV ESRVD (if received after 3:01 PM on weekdays)	ESRV ESRVD (if received after 3:01 PM on weekdays)
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Equipment	Tenth of a day billing See Chart 1D	Full Days	Full Days	Billed in Hours and Minutes	Full Days	Full Days	Full Days	Full Days	Full Days	Full Days	Full Days
Dehumidifiers	See Chart 1E	See Chart 1E (Except the smallest charged for is a Large)	See Chart 1E	See Chart 1E	IICRC Standards	See Chart 1E	IICRC Standards	See Chart 1E	See Chart 1E	IICRC Standards	IICRC Standard
Filter Charges		0.25		0.25	0.25						
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Program discount	Calculated by Allstate	10% off equipment & extraction SPE PCD	10% off equipment & extraction SPE PCD	2.5% off equipment & extraction WTR DISC	10% off equipment & extraction SPE PCD	None	None	(PSP only) 10% off equipment & extraction SPE PCD	None	None	None
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	1-5 pieces of equipment	1 hour per job for monitoring, setup and breakdown	When the full room is affected CON ROOM	
	6-10 pieces of equipment	1.5 hour per job for monitoring, setup and breakdown	Small <100 sqft	Part room is: 25, 50, 75
	11 or more pieces of equipment	2 hour per job for monitoring, setup and breakdown	Medium >100 <=150 sqft	
	Chart 1F		Large >150 <=200 sqft	Use WTR BLK if block part room
	1-5 pieces of equipment	1 hour per job for monitoring, setup and breakdown	X-Large >200 sqft	
	6-10 pieces of equipment	1.33 hour per job for monitoring, setup and breakdown	Chart 1D	
	11-20 pieces of equipment	1.67 hour per job for monitoring, setup and breakdown	Example: Equipment time was 70hr 25mn	
	21-25 pieces of equipment	2 hour per job for monitoring, setup and breakdown	Step 1: 25mn/60mn = 4166hr	
	26-30 pieces of equipment	2.33 hour per job for monitoring, setup and breakdown	Step 2: 70hr + 4166hr = 70 4166 hr	
	31-40 pieces of equipment	2.67 hour per job for monitoring, setup and breakdown	Step 3: 70 4166hr/24hr = 2.93 Days	
	41 or more pieces of equipment	3 hour per job for monitoring, setup and breakdown	Step 4: 2.93 rounded to nearest 10th = 2.9 Days	
	Chart 1B		Step 5: Enter 2.9 as quantity	
	Charged 1st and last day		Hundredth Decimal Place 0.00	
	Type Set up Take down		*1-4 round down, 5-9 round up	
	Air Mover/AFD 5 Minutes 5 Minutes		Allstate IT department Email	
	All Other Eqp. 15 Minutes 15 Minutes		IT emails (as of 8/1/2019):	
	2 dehu + 10 AM = (2*15min) + (10*5min) = 1 hour 20 min		CG8KL@allstate.com - CH79T@allstate.com	
	Chart 1E		CLSS5@allstate.com - kimberly.davis@allstate.com	
	WTR DHM> L Dehu w/ AHAM rating of 70 to 109 PPD		Courtney.Valez@Allstate.com	
	WTR DHM>> XL Dehu w/ AHAM rating of 110 to 159 PPD		Byron.Vincent@allstate.com	
	WTR DHM>>> XXL Dehu w/ AHAM rating of 160 PPD or greater.		Remember to use the lowest needed dehu sizes for billing	
	IE, if required AHAM is 65 PPD and a dehu w/ a rating of 75 PPD used, the WTR DHM line item is used			