

**edjuster's Performance Excellence Guarantee (PEG)** is a performance-based program offered to our customers. It is the first service offering of its kind in the area of contents claims handling to *Guarantee Performance Excellence* on each and every claim assigned.

The program is designed to provide incentive to improve quality claims handling consistency and to increase accountability at the Vendor level. Our program guarantees service excellence and performance on each and every claim processed – ensuring that **all key performance metrics are met 100% of the time on all claims or we do not invoice** our customers for the time or work incurred.

*Through its Performance Excellence Guarantee, edjuster has further strengthened its brand promise for fast, fair, dispute-free claim settlements.*



## Key Performance Metrics

edjuster provides a Service Level Guarantee (SLG) to all customers. The SLG provides an outline of its service offering and its five defined performance metrics:

**High Quality Customer Service and Communications** – Consistent, ongoing communications throughout the entire claims process to keep both adjusters and policyholders informed and up to date at all key milestones.

**Accurate and Reliable LKQ Pricing** – All content items (no exceptions) are priced to established fair market, LKQ values and all pricing is subject to audit. We guarantee that all claims product pricing data can be validated and verified as current, within our regular 30 day refresh periods.

**Policyholder Review and Verification** – On all high-value major loss and damage claims, edjuster provides policyholders with RCV-based review reports as part of its very effective and mandatory review and validation process.

**Cycle Time Performance** – edjuster commits to completing all contents valuation reports in the time periods set out in the cycle time standards chart on the back of this page. When measuring cycle time performance, we account for all delays outside of our direct control.

**Quality Assurance Guarantee** – edjuster stands behind all completed claim reports. If for any reason policyholders raise a concern on any reported/priced item, we are available to assist in resolving these matters on a non-partisan third-party basis and do not leave adjusters abandoned to deal with policyholder concerns or challenges without this level of service support.

## Key Performance Metrics

RCV \$ Bands	Field	In-house
0 - \$5,000	3 to 5 days	1 to 2 days
\$5,000 - \$10,000	5 to 10 days	2 to 3 days
\$10,001 - \$20,000	10 to 15 days	2 to 8 days
\$20,001 - \$50,000	15 to 20 days	15 to 20 days
\$50,001 - \$100,000	20 to 35 days	15 to 20 days
\$100,001 - \$200,000	25 to 35 days	20 to 30 days
> \$200,000	35 to 45 days	30 to 40 days

Cycle-times are calculated in business days

## Unforeseen Events and Exceptions

In the event of circumstances beyond the control of edjuster, such as with catastrophe claim situations, policyholder vacations, illnesses or trauma, additional time may be required for policyholders to complete their itemized file review. Other delays related to the involvement of contractors may also be a factor, given their roles in dealing with items which have the potential to be cleaned, repaired or restored.

Any delay occasioned by such events shall be excluded from the time periods associated with completing the key performance metrics as described above and such time periods to satisfy the key performance metrics shall be automatically extended to account for such delays. Where delays are anticipated or identified, edjuster's Content Claims Specialists will provide adjusters, and if appropriate policyholders, with details regarding such delays and the effect that the delay will have on the key performance metrics.

edjuster remains fully responsible to ensure all effective lines of communication are in place with adjusters when the expected time frames are unable to be met due to the types of circumstances and occurrences as described above.



**For more information on edjuster's Service Level Guarantee and Performance Excellence Program, please contact our VP of Enterprise Sales, Doug Grieve:**

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