**CLAIM INSTRUCTIONS** [as of 01/25/2017]

Please copy this to the agency onsite contact most involved in this claim

1) **EMAILS:**
   a) Within the subject line of all future return emails, please reference the claim number within '<<>>', along with the involved location code/building name. For example, “<<60071612752>>; 149105/00004025 - GREENHOUSE 2 – APOPKA”.
   b) Limit the focus of your return emails to one claim and one claim only.
   c) If York is involved, please direct all emails to the attention of the assigned Field Adjuster.  
   [Note: Signed Proof of Loss must come to DRM from York Risk, and not the agency.]

2) **MITIGATION:** Take all reasonable steps to protect the property from further damage – and against possible spoliation of evidence – and be prepared to document those steps. Any invoice(s) from these efforts should be itemized. If performed by agency employees, only overtime labor will be considered.

3) **PHOTOS:** Take sufficient photos of the damage, including, if involved, both interior and exterior damage, and from room-to-room. Please include at least one photo showing the entire front of the structure, plus a photo showing any identifying building number or building name. If emailed, all photos should be consolidated into a single pdf file on a one per claim/location, though not to exceed 10mb. [DO NOT ASSUME THAT A YORK FIELD ADJUSTER WILL INSPECT THE LOSS!]

4) **RETENTION OF DAMAGED PROPERTY:** Do not dispose of any valuable damaged equipment/machinery until the conclusion of the claim, as DRM reserves the right to have them inspected and/or sold for salvage.

5) **CONTENTS:** If contents damage is involved, please let us know and we will provide you with a Contents Inventory form, for you to complete and return. [One form per scheduled location]

6) **DEALING WITH VENDORS/CONTRACTORS:** Until DRM has had a reasonable opportunity to reach agreement with your agency on the scope of damage and cost of repairs, please refrain from the following:

   a. entering into any agreement with vendors/contractors, with the one exception being any initial mitigation (e.g., water extraction, cleanup, etc.); however, under no circumstances should your agency ever enter into any Assignment of Benefit agreement.
   b. paying any vendors/contractors associated with this loss, including those involved in the initial mitigation.

   **Note: Responsibility for controlling the claim rests solely with DRM (i.e., only DRM decides how much will be paid). In contrast, responsibility for selecting a repair firm, monitoring repairs, then paying the repair firm rests solely with the involved agency.**

7) **SUPPORTING DOCUMENTS:** Unless York Risk will be involved, email DRM copies of all associated invoices, estimates, and other supporting documents (i.e., no faxes or regular mail). Otherwise, everything goes directly to the assigned Field Adjuster (i.e., with no CC’s to DRM). Regarding damage estimates, please note that DRM:

   a. prefers at least two competing estimates (Warning: do not withhold an estimate!)
   b. requires that all estimates must be itemized (i.e., DRM will not accept lump sums estimates)
   c. will not accept estimates that contain upgrades of any kind, including those mandated by code or ordinance (i.e., the estimate must be limited to what was actually damaged or destroyed).

8) **OFFICIAL REPORTS:** Provide copies of any official reports (e.g., Police or Fire.) as well as any standard internal reports (e.g., an agency Incident Report).
9) **STATE FIRE MARSHALL:** Your agency has a statutory duty to report to them any fire damage to a State building, and to report any failure of a fire alarm system. [Contact information: ffirs@myfloridacfo.com or (850)-413-3698]

10) **CLAIM-SPECIFIC INSTRUCTIONS:** Such special instructions, if any, will be forwarded to your agency via a separate email.