



Managing Loss Worldwide
Providing Partnered Solutions

Adjusteck, LLC | [Adjusteck.com](https://www.adjusteck.com)

UNITED STATES Catastrophe Response Plan

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INTRODUCTION

Adjusteck's Catastrophe Response Team has 30+ years of extensive experience and knowledge gained in the management and proficient handling of claims. This knowledge stems from various domestic catastrophic events such as floods, hailstorm, windstorms, tornados, and wildfires.

In association with Adjusteck's partner network, we are able to provide nationwide coverage in the United States in the event of a regional/minor or major catastrophe.

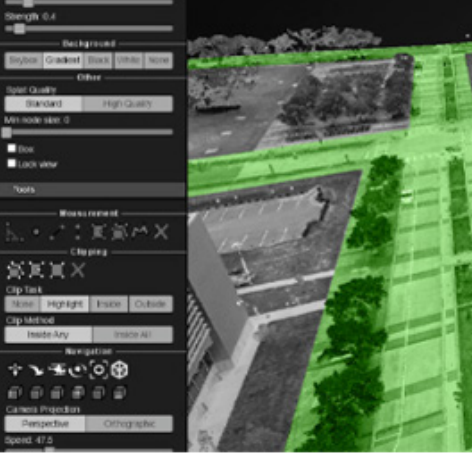
Adjusteck's core team of experienced catastrophe adjusters, surveyors and support staff are generally able to mobilize and deploy anywhere in North America within 24-48 hours of notification. Supported by our Strategic Partner Network, with access to over 2,000 adjusters in 44 states, with multiple layers of quality control in place to manage surges in claim volumes.

Efficient procedures and experience gained from past catastrophe campaigns demonstrates the team's quick ability to adapt to the most challenging of environments and situations that can exist immediately after a major catastrophic event.

While we have developed a Catastrophe Response Plan, we are aware that no one catastrophe will be the same as the one before it , when requested, we are able to tailor our response to meet specific client requirements.

We have identified the following components that ensure we can respond in an effective and efficient manner:

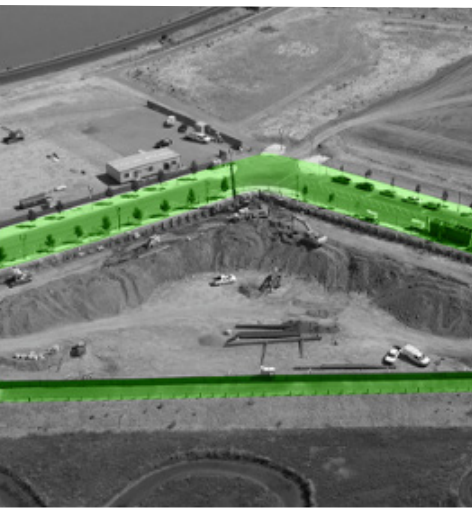
- Work closely with our national partner to determine capacity and identify key levels of staff to respond immediately to the event.
- Ensure the Adjusteck Catastrophe Team is in place within 24-48 hours, suitable office premises are secured and located, and IT support systems are in place and operational as soon as practicable.
- Identify and implement a cohesive management structure appropriate for the situation and ensure each team member has a defined role with tasks and priorities clearly defined and each client has a dedicated contact person.
- Provide weekly reports and real-time claims reporting to clients, including agreed performance metrics.



GEOSPATIAL AND AERIAL SURVEYS



Adjusteck offers a suite of Drone and UAV services to clients. For damage assessments and pre-risk or periodic surveys, we facilitate the operational aspects and post-production of data captured in the field. A web-based application and custom-built user interface is available for delivery of all data types.

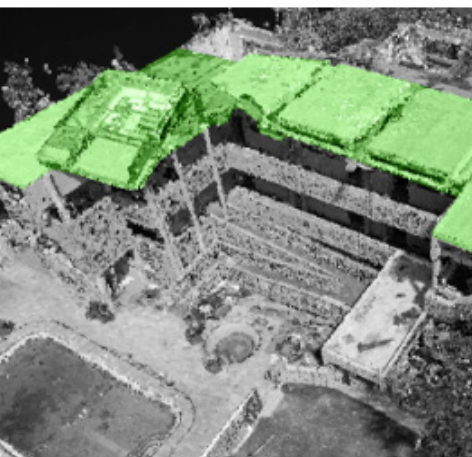


These technologies enable us to capture video and imaging data that can be processed through resources in the UK or US, in relatively short time frames, ready to be delivered to clients locally or on the other side of the world. Depending on the hardware and capture technique, 360-degree imaging can be processed in camera and can be delivered within minutes of capture. We produce a number of outputs depending on the specific requirements and scope of work.

Output options include Orthomosaics, Digital Surface models (DSM), Digital Elevation Models (DEM), and Point Clouds.

There are multiple capture techniques that may be used depending on the budget, time scale, and accuracy required including:

- Aerial Photography & Video including 360 Images
- Aerial Mapping (GPS) & Real-Time Kinematic (RTK)
- Ground Based Photography (40MP+) including 360 images
- Ground Based Video



For more information, [contact us](#) or visit [Lowers Drone Solutions](#).



PREPARATION AND IMPLEMENTATION

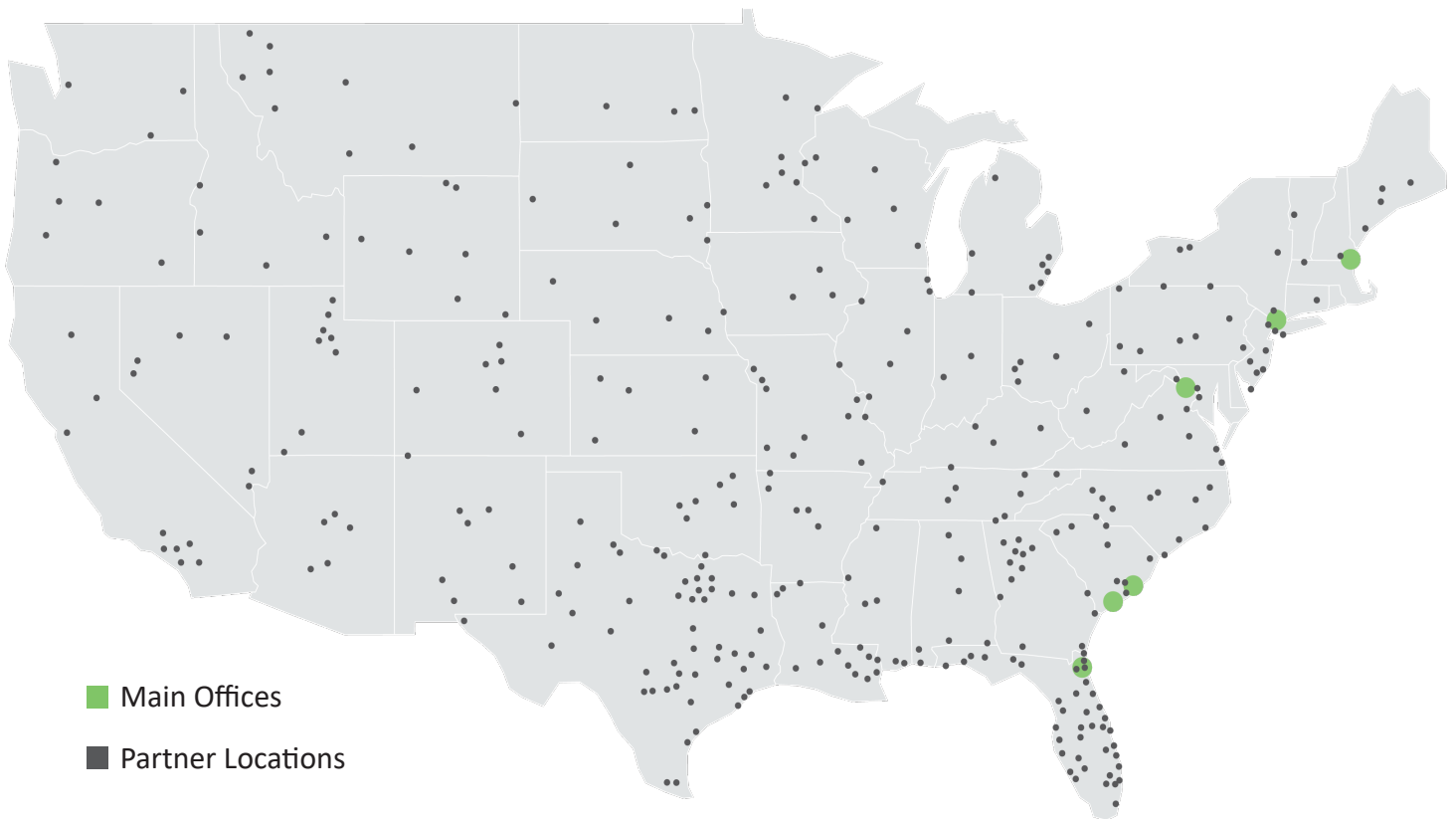
Central to the deployment of the management and adjusting team, consideration and selection of personnel will be based on the following factors:

- Immediate availability and capacity capability
- Previous catastrophe management and adjusting experience
- Ability to adapt to working in a disaster effected environment
- Any required specialist knowledge
- Language requirements
- Claims run-off requirements

NORTH AMERICAN CAPABILITIES

Through a new strategic partnership which builds on Adjusteck’s technology-driven approach to loss-adjusting, Adjusteck now offers its clients coverage in all 50 states, including key cities New Orleans, Galveston and Miami in the Gulf Coast, St. Louis, Tulsa, and Topeka in-land, and various mountainous locations in the northern Sierra Nevada region.

This increased capacity to handle catastrophe claims in the domestic U.S. middle market, allows Adjusteck to further scale and embed its technology-based approach to loss adjusting for the benefit of its global clients, especially during peak hurricane season in North America. Adjusteck will continue to focus on using technology to manage technical and complex losses through its Global Partner Network, providing the expected speed, accuracy, efficiency, and reliable customer service technology delivers, but with the added ability to provide an additional level of service for mid-sized commercial losses in this new market.



Headquarter Offices

London | Virginia

USA Locations

New York | South Carolina | Massachusetts | Florida



CONTACT US

Should you want to discuss any specific areas further or request a bespoke tailored plan for your needs then please do not hesitate to contact the following:

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