

## Direct Claims Management Group

Applicant and Program Requirements

Insurance Restoration & Repair Program

<b>Application Fee:</b>	\$600.00 for paper application \$499.00 online app submission
<b>Minimum years in business:</b>	2 years under current ownership
<b>Sales Fee:</b>	5% per job sold (Residential) 7% per job sold (Commercial)
<b>Late Fee:</b>	Late payments subject to \$50 per month late fee

**Application Fee/Qualification Process:** The application fee covers the cost in processing the application and is non-refundable once processing has started. Once qualified, you will be presented to our clients as needs are identified. Your participation in any client program is determined by collaboration between Direct Claims Management Group and the client based on needs. Your application to the network and/or payment of this processing fee does not constitute a guarantee of selection by one of our clients. *Insurance and software requirements do not have to be met until selected for a program by a client* (Please see Requirements Once Selected for a Program page).

**Applicant and Program Requirements- continued**

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Yearly Recertification Fee: \$0 to \$,2,500 – contingent upon any revenue from DCMG assignments. Below you will find recertification schedule.

**Recertification Fee**

<b>\$0</b>	<b>Fee waived for members with revenue (Jobs Sold) from program assignments totaling less than \$100,000 in the previous 12 months is considered a developmental contractor.</b>
<b>\$450</b>	<b>Contractors with revenue (Jobs Sold) from program assignments totaling \$100,000 or greater, but less than \$500,000 in the previous 12 months</b>
<b>\$950</b>	<b>Contractors with revenue (Jobs Sold) from program assignments totaling \$500,000 or greater, but less than \$1 million in the previous 12 months.</b>
<b>\$1,250</b>	<b>Contractors with revenue (Jobs Sold) from program assignments totaling \$1 million or greater, but less than \$2 million, in the previous 12 months.</b>
<b>\$1,750</b>	<b>Contractors with revenue (Jobs Sold) from program assignments totaling \$2 million or greater, but less than \$3 million, in the previous 12 months.</b>
<b>\$2,000</b>	<b>Contractors with revenue (Jobs Sold) from program assignments totaling \$3 million or greater, but less than \$4 million, in the previous 12 months.</b>
<b>\$2,500</b>	<b>Contractors with revenue (Jobs Sold) from program assignments totaling \$4 million or greater in the previous 12 months.</b>

### **Financials:**

- For contractors in business 2 or more years, we will need the most recent 2 consecutive years of year-end financial statements.
- For contractors in business less than 2 years, we will need the most recent financial statements for all full year and partial years in business with a minimum of 1 full financial year. Example: If your company started in May of your 1st year in business, and reports financials using a calendar year, we need the financials for the start-up year (May through December) AND the most recent full year of year-end financials
- Contractors who have not yet been in business for a full calendar year, but have been in business a total of 12 consecutive months, must forward financials for all 12 consecutive months.

## **Requirements Once Selected for a Program**

### ***Insurance Requirements***

The following requirements apply once a client has selected you for a program. It is not necessary to meet these requirements until you are notified of a selection for a specific program.

Limits of liability shall be written on an occurrence basis. Insurance companies must have an A.M. Best Rating of B+ or higher and a Finance Size Category (FSC) of VII or better for the CARRIER program. Service Provider is responsible for providing a 30-day cancellation notice to Direct Claims Management Group. Payment for all insurance policies is the sole responsibility of each Service Provider Participant. Service Provider must provide a current Certificate of Insurance to Direct Claims Management Group that meets requirements prior to Service Provider receiving assignments. Minimum limits are listed below.

**General Liability:** \$1,000,000 Each Occurrence to include

- Premises and Operations Liability
- Product and Completed Operation Liability
- Property Damage/Damage to Property Liability
- Contractors Liability
- Personal Injury Liability

**Automobile Liability:** \$1,000,000 Combined Single Limit  
All Owned Autos, Non Owned Autos, Hired Autos-or-Any Autos

**Proof of Worker's Compensation:** Required regardless of individual State laws

**Contractors Pollution Liability or Excess Umbrella:** \$1,000,000 Each Occurrence  
CPL can be written on occurrence or claims made basis (As referenced in matrix on next page)

**Bailment Coverage:** \$250,000

(As referenced in matrix on next page) In order to confirm the policies provide the required program coverage, specific language must be reflected on the insurance certificate. The insurance certificate must always accurately represent the underlying policy. If the current policy does not meet the below language, please secure the appropriate policy before submitting your certificate of insurance. The information below, including specific wording, must be reflected on your insurance certificate. If your state prohibits modifications to insurance certificates, then this information must be provided as an attachment on an Acord 101 form or similar document.

**Additional Insured:** Direct Claims Management Group, is named as an additional insured for the above listed coverage and policies, as they apply to work performed for Direct Claims Management Group (excluding Worker’s Compensation, Automobile Liability, and Bailment Coverage).

*\*Please note that some insurer clients require that they be specifically named as additional insured\*(ACE/Chubb, Farmers Insurance Group, USAA)*

**Policy Coverage for General Liability and Contractors Pollution Liability:** The General Liability and Contractors Liability policies ongoing and completed operations coverage for the insured and the additional insured’s. Note: For the General Liability Policy, endorsements CG20 37 and CG20 10 will be accepted in lieu of including the ongoing and completed operations wording on the insurance certificate.

The General Liability and Contractors Pollution Liability policies shall be primary and non-contributory. General Liability coverage includes Premises and Operations Liability, Products and Completed Operation Liability, Property Damage/Damage to Property Liability, Contractors Liability and Personal Injury Liability.

**Certificate Holder:**

Direct Claims Management Group, LLC  
P.O. Box 149653  
Orlando, FL 32814-9653

In addition to the above listed requirements, please see below:

<b>Type of Contractor</b>	<b>Additional Insurance Requirements based on trade(s) selection</b>  (Insurance requirements may change if contractor is selected for additional trades)
<b>General Contractor Only</b>  (or any trade other than water mitigation)	<b>Sample #1</b> <ul style="list-style-type: none"><li>Excess Liability: \$1,000,000 Each Occurrence</li></ul>
<b>Water Mitigation Only</b>	<b>Sample #2</b> <ul style="list-style-type: none"><li>Contractors Pollution Liability: \$1,000,000 Each Occurrence</li><li>The following statement will need to be added to the insurance certificate or, if your state prohibits modifications to insurance certificates, the statement can be provided as an attachment on an Acord 101 form or similar document: “Contractors Pollution Liability insures the full scope of services provided by the insured. Fungus, bacteria, asbestos, lead and silica are included within the definition of Pollutants”</li></ul>

<p><b>Full Service</b> (General Contractor or any other trade in combination with water mitigation)</p>	<p><b>Sample #3a</b></p> <ul style="list-style-type: none"> <li>• Contractors Pollution Liability: \$1,000, 000 Each Occurrence</li> <li>• The following statement will need to be added to the insurance certificate or, if your state prohibits modifications to insurance certificates, the statement can be provided as an attachment on an Acord 101 form or similar document: “Contractors Pollution Liability insures the full scope of services provided by the insured. Fungus bacteria, asbestos, lead and silica are included within definition of Pollutants, Subcontracted work is not excluded”</li> </ul> <p><b>Sample #3b</b></p> <ul style="list-style-type: none"> <li>• Contractors Pollution Liability: \$1,000,000 Each Occurrence</li> <li>• Excess Liability: \$1,000,000 Each Occurrence</li> <li>• The following statement will need to be added to the insurance certificate or, if your state prohibits modifications to insurance certificates, the statement can be provided as an attachment on an Acord 101 form or similar document: “Contractors Pollution Liability insures the full scope of services provided by the insured. Fungus, bacteria, asbestos, lead, lead and silica are included within the definition of Pollutants”</li> </ul>
<p><b>Cleaners, Textile Restoration, Furniture Restoration, and Fire &amp; Smoke</b></p>	<p><b>Sample #4</b></p> <ul style="list-style-type: none"> <li>• Bailment Coverage: \$250,000</li> </ul>

**Note: Direct Claims Management Group Program Requirements *DOES NOT* allow any Service Provider to subcontract water mitigation services under any circumstances.**

### ***Certifications, Licenses and W-9***

Provide the most recent Certifications, Licenses and W-9

### ***Facility Photos***

Please include digital photos of the following:

- Front of building space including signage
- Office space
- Company vehicles signage
- Storage/pack out areas
- Available equipment (it is not necessary to take a picture of each individual piece. Please take one to two photos of your equipment available to you on site)

You may combine your photos to include more than one of the items listed above in one photo. For example: the front of your building and vehicles in the same picture. Please send color copies of your photos (printed digital photos), or if you do not own a digital camera, you may submit 35 mm developed film. Please do not submit more than 6 photos with the application.

***Note: Digital camera will be required once selected for a program.***

### ***Facility Requirements***

Absent special circumstances, contractors are expected to maintain a professional business location with identifying signage in an area zoned for commercial or industrial activities (nonresidential).

Further, it is expected that vehicles will have identifying signage and employees will wear uniforms. If it is not the case with your company, then your company may not pre-qualify for the network depending upon circumstances. This information is not intended to discourage your application, but rather to make sure you are fully aware of items evaluated.

### ***Software/Hardware***

Xactimate/ Symbility estimating software may be leased directly from Xactware & Symbility. Please contact their Sales Department for more information on their product.

- Digital Camera
- Internet Access

**Symbility - 866-796-2454**

**Xactware-800-424-9228**

### ***Background Investigation***

It is a network requirement that active contractors perform a background investigation of all its principals, owners, and employees that will be present at any time, in policyholders'/customers' homes prior to any services being performed. Each Contractor will need to certify that it has completed a background investigation on each Contractor Employee before activation for any program and on an annual basis thereafter. The contractor is free to use any vendor of their choosing to perform these background checks. It will not be necessary for you, the Contractor, to submit the results of background investigations except upon formal request by Direct Claims Management Group, as we will have you sign and submit an affidavit attesting that the background investigations have been completed.

### ***Subrogation Training***

It is a network requirement that active contractors complete and provide proof of Subrogation Awareness training no later than 60 days after being selected to a program. Subrogation is a very important aspect of handling insurance claims, and the insurance carrier clients would like to see additional training in this area. In addition, subrogation training certification will be valuable marketing tool for contractors and estimators. Direct Contents Management Group and the insurance carrier clients are not expecting you to replace the adjuster in handling subrogation matters

Once our contractors are selected for a program, you will need to meet all program requirements (listing of program requirements enclosed in this package). If you do not have the necessary insurance coverage or currently utilize Xactimate, we are not asking you to take steps to meet our requirements until you have been selected by a client. We just want you to be aware of the requirements for the future. Prior to activation on a program (All) contractors will also be required to sign a service level agreement.

