

# OUTSOURCING

LOSS DRAFT

## Specialized expertise facilitates a positive experience

OSC clients benefit by outsourcing the handling of loss draft processing as it is both time and labor intensive, particularly if a higher dollar or complex claim. Those who specialize in this niche space have a particular knowledge of insurance regulations, investor guidelines, check handling, estimates, damage inspections, and communication with contractors. OSC will work to seamlessly deliver loss draft processing tailored to clients' expectations – from initial contact with the homeowner to monitoring of repairs through to final disbursement.

### Benefits

**Seamlessly support your loss draft needs by way of:**

- Fully employed, professional staff
- National presence to facilitate field validations
- Full call center support resources
- Secure information and consistent reporting
- Extensively trained and accountable team
- Filing and facilitation best practices
- Positive homeowner experience
- Enhanced reputational benefits

### Services

**The scope of loss draft processing services include but are not limited to:**

- Initial contact with homeowner
- Determine status of loss draft and repairs
- Obtain and document key information
- Determine if it is an endorsed or monitored check file
- Direct homeowner on next steps
- Determine repair/contractor scenario and licensure
- Manage check disbursement according to protocols
- Ongoing follow up and inspections to closure of claim

