

CUSTOMER INFORMATION FORM – WATER DAMAGE



[] 1) A COLORADO SERVICE PROVIDER
CEILINGPRO is a Service company independently owned and operated within the state of Colorado. The CEILINGPRO owners provide training and support that allows their staff to provide the highest level of service to each customer. CEILINGPRO., the proprietor, may be reached at 303-788-0417

[] 2) WORK AUTHORIZATION In order to start our emergency and restoration service, you must sign the "Service Authorization Form." This allows us to take action immediately. We do not know your insurance coverage; therefore, it is impossible for us to know exactly what your insurance will cover. It is important to understand you are financially responsible for our services. Your deductible is payable to CEILINGPRO before we start work. If for any reason insurance coverage cannot be verified at the time of our emergency service, an additional deposit may be required.

Date Damage Occurred: _____/_____/_____
Insurance Carrier: _____
Policy #: _____
Verified: _____
Deductible Amount: \$ _____

[] 3) REFERENCES The CEILINGPRO Company would be pleased to provide references upon request.

[] 4) HOW WE PROCEED The CEILINGPRO Company will make every effort to "preserve and protect" your structure and contents. The following steps may be completed in the emergency service, as determined to be applicable by the CEILINGPRO Company:

· Identify Source/Type of Water Contaminated water sources like sewage, etc. require specialized restoration processes. In addition, the source of water should be completely stopped prior to starting any work other than the removal process.

What was the source of this water intrusion?

Has the source of water been stopped? [] Yes [] No

Identify Visible Mold Growth – It is important for us to know whether any visible mold growth is present. While molds may be found in small amounts almost anywhere, larger growths of mold may create health concerns, depending on the reaction of occupants to molds.

Have you seen signs of mold growing anywhere in the structure or its contents. [] Yes [] No

Location: _____

Have you seen mold growth any time in the past?
[] Yes [] No

Have you noticed any odors or musty smells?
[] Yes [] No

Mold Mitigation – Specialized procedures are required for mold. We will make a visual inspection for mold growth. If our initial inspection indicates a significant presence of mold, we will notify the involved parties so they may determine an appropriate course of action.

· Measure Temperature/Humidity for Drying Analysis – The process of drying will use equipment to remove moisture from the structure and contents of your home. This controlled reduction of the relative humidity level helps reduce property damage and slow mold growth.

· Survey the Extent of Damage and Inspect the Premises – Our survey will identify how much damage has occurred and plan the necessary emergency work. The inspection is also done for safety reasons. We check the affected area for bad flooring, ceiling damage, visible electrical hazards,

contents damage, wall and baseboard damage, sewage water, visible mold, etc.

Are you are aware of any hazards or hazardous materials in the building? _____

Are you aware of any asbestos containing materials in the building? _____

· Emergency Water Extraction – Our next step is to remove as much water as possible from the affected area. This will be completed with our specialized extraction equipment.

· Furniture Moved and Blocked – This is done to protect carpet and furnishings in the affected area.

· Floor Service – We will check to see what type of floors you have. Carpet will be lifted to inspect flooring. As much water as possible will be removed.

· Carpet Pad – Pad acts like a sponge and holds water. If the pad is exposed to excess water it may be necessary to remove the pad to protect subfloor and speed the drying process.

· Carpet – Carpet will be checked for restorability, delamination, visible mold and mildew, etc. In some water damage situations, the carpets may need to be removed. This can include door removal, cutting seams, and/or metal threshold removal.

· Treatments – Our process may include the application of disinfectants.

· Equipment – Drying equipment will be used to dry your property. The purpose of the equipment is to remove moisture and bring the relative humidity level back to normal. It is very important the equipment be kept running, unless a safety hazard arises. Excessive moisture can still be present even when all visible surfaces seem dry, which may lead to mold growth.

· Disposal – Any refuse items such as carpet pad will be removed and disposed of properly.

[] 5) WHAT IS RESTORABLE Determining exactly what can be saved until everything is dry is impossible. We will set a follow-up date so we can monitor the drying process. In addition, the restoration process will be scheduled when the drying is complete. This can include floor preparation, tack strip replacement, carpet and pad installation, seaming, carpet cleaning and restoring, and furniture and contents cleaning. A scope of services will be provided.

[] 6) PRE-EXISTING OR PRELOSS CONDITIONS
During the course of cleaning, it is likely we will remove normal soil, which existed prior to your loss. We are happy to do so. If, however, the removal of pre-existing soil requires significant extra effort, our crews will be instructed to move on to the next item. Pre-existing damage, including visible mold growth, will also be noted.

Has this structure ever sustained water damage before?
[] Yes [] No

[] 7) PERSONAL ITEMS In the course of our survey and cleaning, we will sometimes be required to open doors, cupboards, etc. to qualify and/or restore the damage. If any of these areas contain personal items you would prefer to relocate before we start work, please let us know.
Area: _____

· GUNS AND AMMUNITION Our crews are instructed NEVER to touch guns or ammunition. For this reason, we request you remove any such items from the areas we are cleaning.

CEILING PRO is independently Owned & Operated

· JEWELRY, VALUABLES, HEIRLOOMS Please remove any valuable items from the areas we are cleaning before the job is started. We are not responsible for those items. List any special heirlooms or collectibles that should be given extra special or extra delicate treatment due to their value: _____

[] 8) OVERLOOKED ITEMS Although our supervisors inspect all work, you certainly understand that no employee is perfect. Please bring any overlooked items to the attention of the supervisor. A final inspection of the job also should be performed with the supervisor.

[] 9) INSURANCE ADJUSTERS OR AGENTS We are neither of the above. We cannot authorize anything to be replaced, repaired or painted. That is entirely between you and your insurance company. Our job is to preserve and protect, stop further damage from occurring and to restore damaged items to their prior condition when possible.

IT IS IMPORTANT YOU UNDERSTAND WE WORK FOR YOU, NOT THE INSURANCE COMPANY.

[] 10) EMERGENCY CHARGES The exact price of restoring your property following a water damage emergency is virtually impossible to determine. However, in order to give you an idea, we will review the CEILINGPRO Emergency Service Report when we complete our emergency service. This is an estimate. The final bill will be forwarded to you and/or your insurance carrier upon completion.

[] 11) HEALTH AND SAFETY Maintaining your personal health and safety is of great concern to us. All occupants and pets should stay away from the work areas to protect their health and safety during the work process. Material Safety Data Sheets for our products are available upon request. Please indicate if you want copies:
[] Yes [] No

Exposure to certain molds may cause health problems. If you have any concerns, you should consult your physician.

Has anyone in the building experienced health reactions to the water intrusion? [] Yes [] No

Do you have any health concerns about the water intrusion? _____

For additional information, please see the CEILINGPRO Mold Brochure, and contact your local or state health department.

[] 12) APPROXIMATE COMPLETION
The actual time required to complete the restoration process is difficult to estimate. We estimate approximately: _____ days.

I HAVE READ AND UNDERSTOOD THE ABOVE STATEMENTS AND INFORMATION CONTAINED HEREIN. MY ANSWERS TO THE ABOVE QUESTIONS ARE ACCURATE AND COMPLETE.

Customer name _____

Customer signature _____

Date _____ Provider's signature _____

Date _____ Legal Name _____

() Corporate, () LLC, () Partnership () LLP

() Sole Proprietorship d/b/a CEILINGPRO

Of _____