

THE COMPLETENESS CHECKLIST

RESTORATION · WATER AND MOULD CLAIM FILES

MR. WILSONONE FIX AT A TIME.
YOU KEEP THE KEYS.

Run a file against this before it goes to the carrier. Every line is something your shop already produces — the point is that all of it is in the folder, dated, and readable, while the job is still warm.

READ THIS FIRST — This is not any one carrier's list. Every carrier and TPA program guide carries its own documentation spec, and they differ. Check this against yours and add the rows it asks for that we do not.

THE IDENTIFIERS

- ☐ Claim number, policy number and FNOL date on the file itself
- ☐ TPA job number where the work came through a program (Contractor Connection, Sedgwick, Alacrity)
- ☐ The loss address, checked against the address on every photo set

THE DRYING RECORD

- ☐ Moisture readings per room, per day, with the date on each
- ☐ Affected material readings, not just ambient
- ☐ The dry standard used, and the readings that show it was met

THE PHOTOGRAPHS

- ☐ Before, during and after coverage for every affected area
- ☐ Every photo readable, and every photo from this loss address
- ☐ Anything unreadable marked MISSING — never counted as found

THE CALL YOU MADE

- ☐ Water Category (1 / 2 / 3) recorded, with what it was based on
- ☐ Class (1–4) recorded per affected area
- ☐ Any change in Category or Class during the job, dated and explained

THE EQUIPMENT

- ☐ Equipment count per area against the S500 tables
- ☐ Equipment days per unit, with placement and removal dates
- ☐ Serial numbers for dehumidifiers and air movers on the file

THE SIGN-OFFS

- ☐ Customer authorisation, dated
- ☐ Certificate of completion or satisfaction, dated and signed
- ☐ The estimator's own review, before submission and not after

CHECKED AND SIGNED BY

DATE

The estimator signs the seal. Nothing is submitted to any carrier, and no gap is closed, by anything but a person.