

Crawford Contractor Connection Referral Program

Dear Foursquare Location:

The Foursquare Insurance Department has made arrangements with Crawford & Company to provide access to their credentialed contractor network whenever a Foursquare location has a property loss. The goal is to assist Foursquare locations with finding qualified contractors to assist with emergency loss mitigation as well as non-emergency repairs.

Whenever there is a property loss, a Crawford adjuster contacts the Foursquare location. As part of that process, Crawford will ask if the Foursquare location has selected a contractor to do the work or need assistance finding one. If you need assistance (emergency and non-emergency), the Crawford adjuster will make a referral to the contractor network.

Crawford Contractor Connection manages a national network of contractors with over 3,000 members. The value and benefits of using a Contractor Connection credentialed contractor are as follows:

- Use of program will ensure the Foursquare location has an agreed repair providing more efficiency in claim payment processing by reducing supplemental claims.
- Referral will only be made when the Foursquare location is in need of a contractor and does not have their own.
- Written explanation of the program is provided to the Foursquare location at time of referral that outlines how the program works, advises that it is an optional program and the location is under no obligation to use the contractor.
- All contractors referred have been properly vetted by Crawford (not Foursquare) to ensure proper licensing, financial stability, compliance with minimum insurance requirements and all network members have completed criminal background checks on their direct employees.
- All service providers are under contract with Crawford to follow ethical behavior and provide two year workmanship and indemnification for their negligence.
- A toll free number is provided for the insured location to contact Contractor Connection for any contractor related service issues
- Should contractor service issues arise, Crawford has a formal issue resolution process to ensure the contractor meets all of its contractual obligations.
- All benefits and added value of the Contractor Connection Referral service at no cost to the loss location.

There is no fee for this service however program contractors pay a membership fee to participate in the Contractor Connection Network. Crawford does this to support contractor monitoring to insure that all meet credentialing and performance requirements to remain active in the Contractor Connection Network.

When requesting a Contractor Connection Referral, you should expect the following to occur in the handling of your claim:

Emergency Services (water extraction, board up, temporary repairs, etc.)

- Once requested to assist, the contractor will respond to the loss scene within 4 hours under normal circumstances.
- The location will need to sign a Work Authorization with the contractor giving them permission to proceed with the repairs to the property upon their arrival.
- The Crawford adjuster will review contractor services and charges as part of the claim to your insurance program.

Non-Emergency Services

- The contractor should contact the location within 24 hours of assignment and schedule an appointment to inspect the damages within 48 hours.
- Crawford will reach an agreed repair cost with the contractor.
- After meeting the contractor, you will choose whether you want to select them to perform your repairs. **You are not obligated to use the contractor and have the right to select any contractor of your choosing.**
- You will need to sign a Work Authorization with the contractor giving them permission to proceed with the repairs to the property once the estimate for repairs has been approved by your insurance program.
- Claim payment will be considered once all necessary claim information is received and reviewed.
- Pay the contractor once all repairs have been completed.

Two Year Workmanship Warranty

Contractors have committed to a two year workmanship warranty for the repair of damages they complete, excluding any general wear and tear. The warranty ensures their workmanship shall conform to generally accepted local building repair practices. If any problems with repairs occur within two years from the date the repairs are completed, the network contractor must first be provided the opportunity to correct any deficiencies in their work. The workmanship warranty only applies during the two year time period that you remain the owner of the property and insured through the Foursquare insurance program. All upgrades or repairs unrelated to this claim are excluded from the program warranty and should be handled directly with the contractor. If there are questions regarding contractor workmanship, call the Contractor Connection Customer Service Department at 800-525-7671.