

Priority Response Program



The Priority Response Program provides our clients rapid assistance after natural disasters. Our catastrophe teams respond 24/7 to mitigate your damages, repair your facilities and work around the clock to ensure your facilities can reopen as quickly as possible. We work with you to introduce, educate, and integrate our Priority Response Program into your emergency procedures so that your staff knows exactly what to do should a disaster occur.

A few benefits of joining our Priority Response Program:

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| 01 | Dedicated Phone Number | 05 | Priority Service |
| 02 | Dedicated National Account Manager | 06 | Rapid Response Times |
| 03 | Prepared & Familiar With Your Facilities | 07 | Pre-Approved Rates |
| 04 | Portal Access | 08 | No Cost to Join |

Join in **Two Easy Steps**

#1 Application & Contract

Complete our application which includes questions about your facilities, your onsite team, emergency protocols, insurance information, special requirements, site plans (blueprints), photos and more. Once the application is received, our administrative team will send over the contract for your review. After the application and contract phase is complete you will begin your introductory and familiarity phase.

*Please note **Familiarization Surveys** are offered at an additional cost. Familiarization Surveys include a trip to your site(s), photos of your facilities to upload to your portal (Optional 360 scan of your facility), an in-person meeting with your onsite management and emergency placards and tags that identify the steps required to activate our rapid recovery services.

#2 Introduction & Familiarity

- An introduction to your dedicated account manager.
- Receive your dedicated 24/7 emergency phone number.
- Portal access will be sent over to your selected management team, where they can access progress reports, the project schedule, project notes and photos, and more 24/7 on a smartphone, tablet, or computer.

How to **Activate?**

Simply dial your dedicated emergency phone number, provide details of your emergency and a live representative will dispatch our disaster recovery teams to your location.