

Claims Consultants LLC

“There is no Substitute for Experience”

Claims Consultants offers Claim Service Nationwide for all types of risks including; Commercial, Residential, Auto, Heavy Equipment, Marine, Liability, Mediations & Appraisals, resulting from All types of perils such as; Fire, Wind, Flood, Theft, Vandalism & Accidents.

We offer Daily Claims Services, Catastrophe Services along with Inside Desk Adjusters throughout the Nation.

We operate out of our corporate office in Satsuma, AL.

Claims Consultants management staff strives to be the best in the industry.

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Claims Consultants LLC Recent Accolades:



“I-CAR®, the Inter-Industry Conference on Auto Collision Repair has announced that Claims Consultants L.L.C., an independent adjusting firm, has been recognized as an I-CAR® Gold Class Professionals™ Business. ”

Press Release

**I-CAR ANNOUNCES CLAIMS CONSULTANTS L.L.C
IS RECOGNIZED AS AN I-CAR® GOLD CLASS
PROFESSIONALS™ BUSINESS**

Although normally reserved for collision repair shops, I-CAR®, the Inter-Industry Conference on Auto Collision Repair has announced that Claims Consultants L.L.C., an independent adjusting firm, has been recognized as an I-CAR® Gold Class Professionals™ Business. This recognition comes as a result of the commitment Claims Consultants L.L.C has made in keeping pace with today's ever changing technology and its leadership position as one of I-CAR's active Gold Class Professionals Business.

Robert (Bob) Helms, President of Claims Consultants L.L.C, said, “We are pleased to receive this designation and honored to be recognized as a leader by I-CAR. At Claims Consultants L.L.C we pride ourselves in the technological tools that allow for the accuracy and support we provide our carrier customers. David Chapman and his team are committed to time saving technologies that enhanced our partnerships in ways that add value for the insured, to our carrier customers and our business as a whole.”

The I-CAR® Gold Class Professionals™ designation is among the highest recognitions for training available to businesses in the collision repair inter-industry and is designed to help the collision industry meet its changing needs. Businesses who have earned this designation achieve a high level of training. Claims Consultants L.L.C maintains annual training to provide their customers with efficient, safe, and high-quality services.

David Chapman, VP Automotive/Heavy Equipment Division said, “Our goal as a company is to become a one stop shop for our carriers Auto, Heavy Equipment, Motorcycles and RV needs. We are committed to doing it right and were committed to doing it right now. By keeping pace with current automotive trends and employing them through new technologies our entire inter office team is better prepared to achieve that goal.”

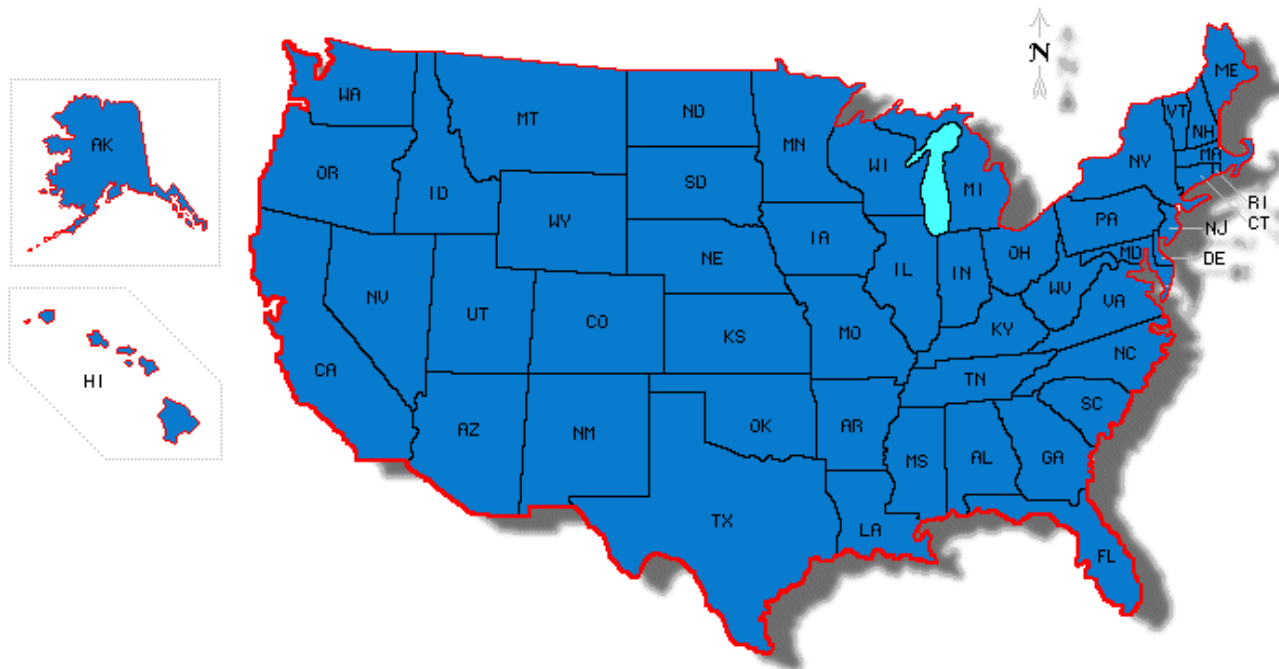
For more information please contact David Chapman at (866) 654-9777. Claims Consultants L.L.C, 5485 7th Street, Satsuma, AL 36572.



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Nationwide Coverage

Claims Consultants LLC Coverage Map



1-12-2011

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HEAVY EQUIPMENT DIVISION



CCLLC Can Handle a Variety of Different Claim Needs Nationwide Including:

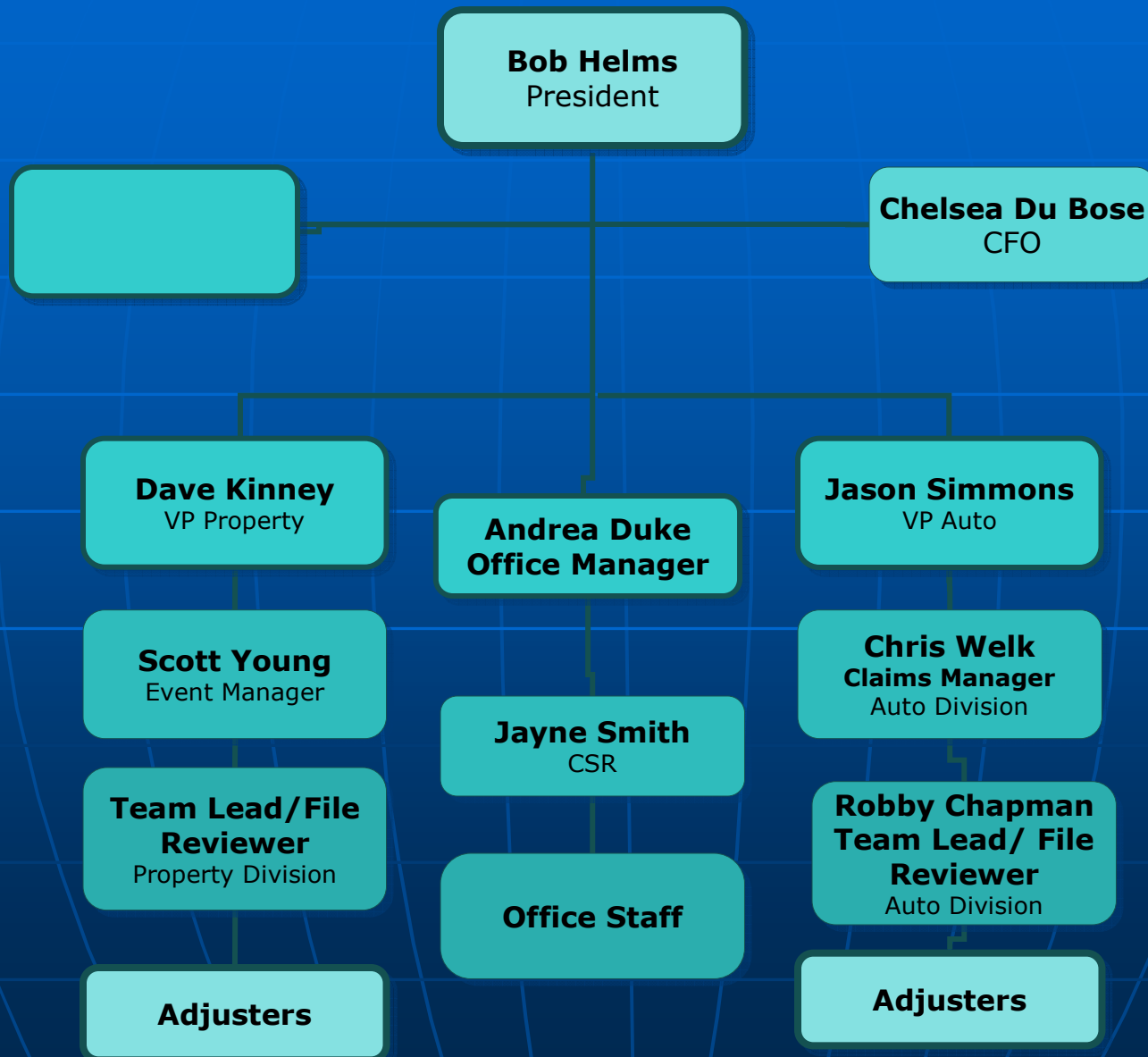
- **Heavy Equipment / Farm Machinery**
 - Tractor-trailers
 - Construction Equipment
- **Automotive / Motorcycles**
 - RVs
 - ATVs
 - Golf Carts
 - Specialty Vehicles
 - Diminished Value
- **Municipal**
 - Schools / Bridges
 - Government Centers

CCLLC Currently Handles Daily Claims for Several Insurance Providers across the Nation

- We Have Adjusters within 100 miles of the Claim
- Contact is Made within 24 Hours on All Claims
- We Strive for a Quick Turnaround on all Claims
 - Average 3-5 days
- Our Daily Adjusters:
 - Are Dedicated to Daily Claims Only
 - Have a History of Working Daily Claims Only

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Chain of Command



CCLLC Claims Handling Process

Notice of Loss

Via File Trac
Via FTP site
Via Email
Via Fax

Assignment Input

Uploaded to File Trac
Visible to CCLLC
Visible to Carrier

Acknowledgement Letter

Auto generated letter sent
Via email

Letter of Notice

Auto generated letter sent
Via email

Adjuster Work Flow

Assigned by Zip Code
Contact made within 24 hrs
Adjuster maintains Notes in FT
Inspection
Adjuster Uploads all documents

Quality Control

Adjuster File is Closed
CCLLC Management Review
Manager Authorizes Submission
Of every File

Invoicing

Manager invoices file based
On Fee Schedule
Adjuster Report and Invoice
are bundled

Assignment Closed

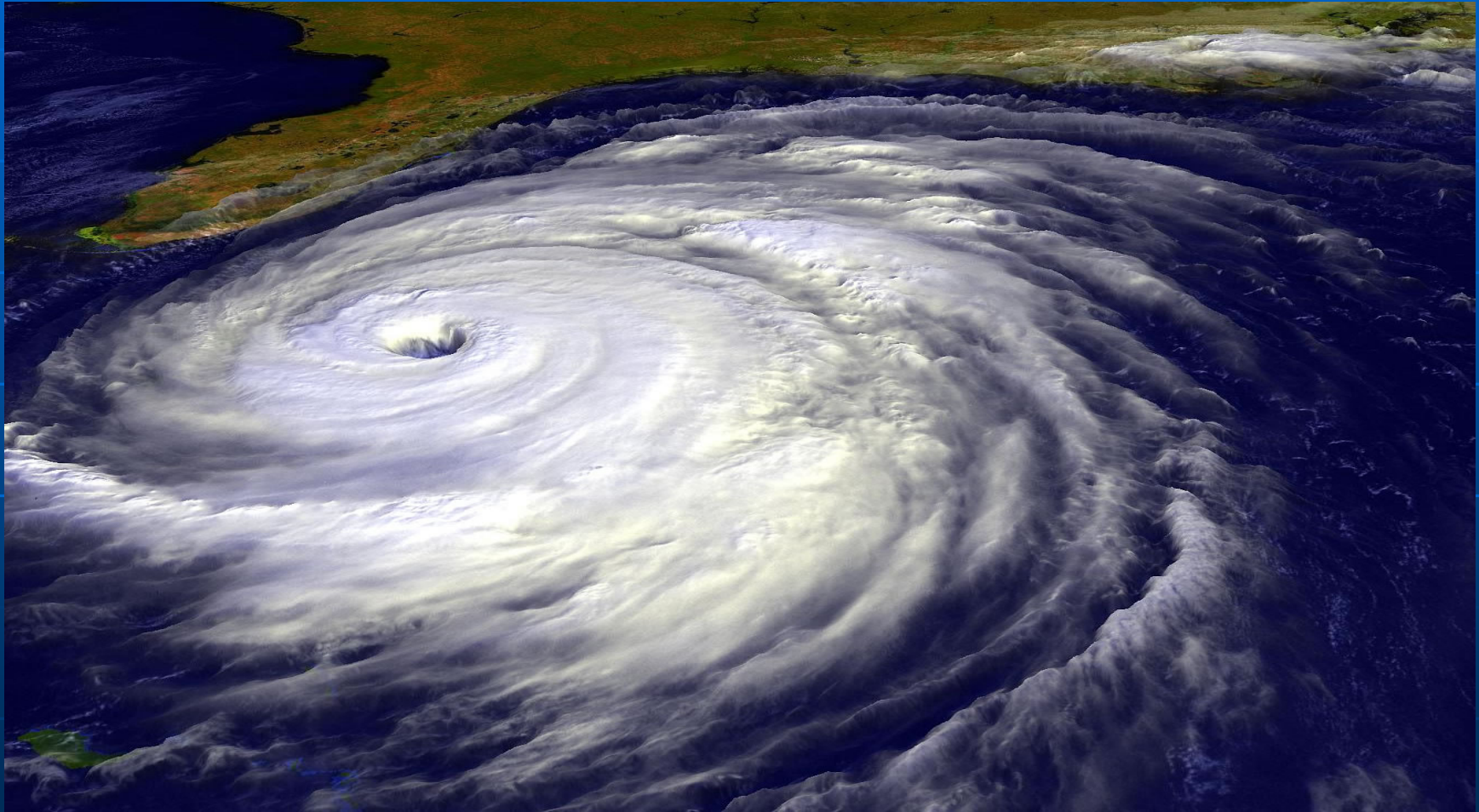
CCLLC Manager submits to
Carrier Per Client Requirements

24/7 Client Access to CCLLC Claim Information/Files

- Paperless / Electronic Claims Process
- Claims Consultants FileTrac Online Reporting System
 - 24/7 Internet Access
 - Real-time Claims Tracking
 - Allows Users to:
 - Track Status
 - View Status Notes
 - View / Run Reports
 - Interact with Adjusters and Managers

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Catastrophe Plan



Office Information

- CCLLC is Headquartered in Satsuma, AL.
 - 7,500 Sq. Ft. Headquarters
 - 10,000 Sq. Ft. of Land Surrounding the Buildings for Temporary Office use if Needed.

- Self-Sufficient Office
 - Natural Gas Appliances
 - Permanent Natural Gas Generator
 - Satellite Weather Monitoring
 - Wireless Satellite Internet Capabilities

- Branch Locations
 - Jacksonville, FL
 - Fort Walton, FL
 - Detroit, MI
 - Douglasville, GA

- Staffing
 - 8 Fulltime Employees
 - We have existing Vendor Contracts to Increase Qualified Office Personnel based on Events

Event Information

- Deployment
 - 24 – 72 hours from Carrier Notification
 - Batch Assignments by Zip Code
 - 10:1 Team Lead to Adjuster Ratio
 - Desk Adjusters Available upon Request
- Multiple Event Handling
 - Managers Assigned per Event and Insurance Company
 - Our Roster of Over 2000 Adjusters Allows us to Handle Multiple Events Nationwide
- Audits / Statistical Reporting
 - ALL Claims are Reviewed by our Management to Ensure YOUR Claims Handling Guidelines are met.
 - 10% of Claims are Reinspected by Upper-Level Management
 - CC FileTrac allows Customized Report Creation as Needed to fit Your Needs

Other Services Available

- Claims Consultants offers a wide variety of Training to our Clients
- Most Popular Classes Are:
 - **CC FileTrac**
 - **Claim File Examination**
 - Property
 - Auto/Heavy Equipment
 - Flood
- **Training Unlimited LLC**
 - **As a sister company to Claims Consultants, Training Unlimited offers more extensive training to include:**
 - **Claims Adjusting 101**
 - Residential Property
 - Commercial Property
 - Flood
 - Auto/Heavy Equipment
 - I-CAR

Contact Information

- Claims Consultants LLC Corporate Headquarters

5485 Seventh Street

Satsuma, AL 36572

Main: 866-654-9777

Fax: 251-338-0221

Website: www.claimsconsultantsllc.com

Any member of our management team can be contacted through our Claims Consultants FileTrac Management System.

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*Claims Consultants LLC is a Nationwide
Adjusting Co that wishes to Thank You for
your Time and Consideration in reviewing this
presentation.*

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