

# Crestview Public Adjusters

CASE STUDY

## Review from Property Owner:

*"Working with Crestview has been a breeze. No follow up was necessary between the customer and Crestview. They took care of everything, all of our needs without any troubles. Everything was handled in a timely manner and we were over all impressed with the quality and efficiency of work and we would highly recommend them to any of our partners."*

## CLAIM

A broken sprinkler pipe on the 5th floor of the historic First National State Bank building in Newark, NJ caused extensive damage to 6 floors below, including over 40 apartments and common areas. All three elevators, the fire panel, security system, and HVAC were also damaged and needed to be replaced to restore the property to its pre-loss condition.



## HURDLES:

The building's owner had a builders risk policy in place, but was planning to open the building as residential studio apartments just a week after the loss occurred. Dealing with an insurance company that typically takes months or years to pay out claims put the owner in a difficult situation. Crestview Public Adjusters were brought in to help negotiate a full settlement on the building damages in under 90 days of the claim opening.

## STRATEGY:

Crestview Public Adjusters worked closely with the building's owner to document the full extent of the damage and develop a comprehensive claim submission. Our team of experienced negotiators leveraged this documentation to secure a full settlement from the insurance company. Throughout the process, we provided clear and timely updates to the owner and remained focused on achieving a successful outcome.

## OUTCOME:

Thanks to the efforts of Crestview Public Adjusters, the developers were able to open the building as planned within 4 months from the date of loss, and had all the funds from the insurance company within that time period. Our expert documentation and negotiation skills helped the owner overcome significant hurdles and move forward with their plans for the property. Crestview Public Adjusters not only helped negotiate the settlement, but we also coordinated all emergency services on behalf of the owner. We ensured that the property was properly mitigated in a timely manner by conducting a thorough moisture mapping process. In addition, we used Matterport Technology to 3D image the entire property to preserve evidence of the claim and provide the best possible documentation.

# BEFORE & AFTER

