**Vendor Initial Contact Talk Paths**

**The talk paths below should be used as guides when making initial contact with the customer. They should not be read, but should be used as dialogue in your communication.**

Hello --- May I please speak to \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 Good Afternoon / Morning, this is (Your Name with Contractor Company Name). We work with (Network Name) as part of the Allstate Good Hands Repair Network and we have received an assignment from Allstate to come out and inspect your property related to claim #\_\_\_\_\_\_\_\_\_\_\_\_\_. *I know this process isn’t easy but I want to let you know we are here to help.* While we are looking at your home*,* we will contact an Allstate adjuster through a video connection via an app from our smartphone, similar to Face Time or Skype. If you have questions during our appointment we will address them with the Allstate adjuster at that time.  The appointment windows are between *8AM - 5:30PM CST/MST* so we would need to inspect no later than 4:30PM if possible. Let’s select a time that is most convenient for you (within the next 48 hours).

After we have taken a look at your property, your Allstate adjuster will contact you later to discuss the results of the inspection with you.  At that time, the Allstate adjuster can answer any coverage or policy questions; he/she is best suited to assist you with the next steps.

Questions to ask customer before getting off the phone:

1. How many stories is the home?
2. Is your roof steeper than an average staircase?
3. Do you have a contractor and will they be present at the inspection.
4. Do you currently have a tarp on your roof?
   1. If yes, confirm customers contractor will be on site to meet inspector and take tarp off the roof for the inspection and replace after inspection
5. Is there a gate or locks that we would need access to?
6. Are there any other structures would we need to evaluate? Detached garage, shed?
7. Have you noticed any interior damage that needs to be inspected?
8. Do you have any animals that we should know about?

Do you have any further questions for me at this time? I look forward to meeting you (repeat the agreed time and day). Thank you for your time.

*\*Please* *update the mobile app right away with appointment information.*

Additional Speaking Points:

1. If asked, Allstate utilizes video technology to get all the information that they need to write an estimate. They have already been using this technology to great success.
2. This process will be quick and easy for the customer.
3. Contact will be made by an Allstate adjuster after collaboration with inspector to discuss handling and settlement of your claim.
4. An Allstate representative will be available to assist the insured during the entire claims process.

If customer does not answer: This is \_\_\_\_\_\_ with (network name) a service provider of Allstate Insurance. I am working with (Allstate) regarding your recent claim. We want to set up an inspection to review the damage to your property. Please call us at XXX-XXX-XXXX to schedule a time for an inspection. We look forward to assisting you.

\*Coverage is subject to all policy terms, conditions, limitations and exclusions.