



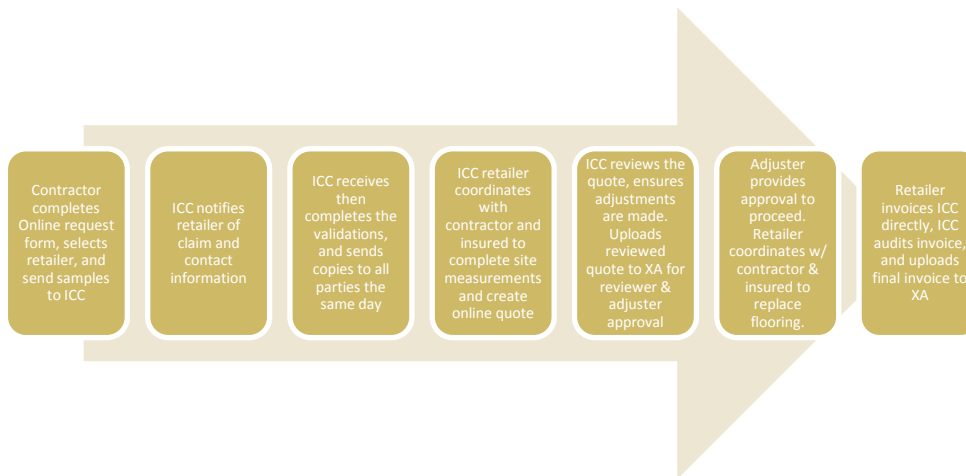
Insurance Claims Collaborative

www.icc.ca

ICC Efficiency Guide for Contractors

- ICC performs testing and supplies like-kind-quality validation reports for carpet, vinyl, under pad, laminate, hardwood, engineered hardwood, cork, vinyl tile, LVT and LVP
- ICC sends 100% of all flooring validations out to all parties the same day that they receive the flooring samples at their office
 - Sending in samples as quickly as possible will reduce quote cycle time
 - ICC office hours are Mon – Fri 8:30am to 4:30pm
 - ICC stores all samples received for a period of 60 days
- For IPS (Direct Pay model insurers) – ICC notifies the flooring retailer about a new claim when the ICC online request form is filled out
 - The quicker the online request form is filled out, the quicker the flooring retailer is engaged
- For Non-IPS claims – ICC notifies the flooring retailer when the validation is sent out to all parties
 - Calling or engaging the flooring retailer earlier in the claims process will expedite the quote cycle time – we hope to match this process to the IPS notifications in the near future.
- Flooring sample sizes:
 - For hard surface materials such as hardwood and laminate, ICC requires a sample that is the full width of a board by 4” in length
 - For surfaces such as carpet and pad, ICC requires a sample size that is 4” x 4”
 - Please ensure that samples are as dry and as clean as possible
- Pictures and attachments:
 - Please upload to the attachments section of the online request form any photos that you feel would assist in evaluating the flooring
 - Especially for hard surfaces such as hardwood and laminate to determine grade, a full view photo of the floor within the room before the tear-out
 - Also for patterns in carpet or vinyl, a full view photo of the floor within the room before the tear-out will greatly reduce unnecessary communications
 - A jpg or pdf copy of the contractors sketch is allowed to be used in some cases and will only help reduce cycle time if it is uploaded through the request form
 - Digitally produced or a hand sketch that is legible with proper measurements as either jpg or pdf is acceptable
- NEW ICC Contractor Portal where you can view your company branch historical validation and quotes plus upload pictures and sketches directly to retailers for requests already in process
 - Access your portal through the members sign-in within the ICC Members tab at www.icc.ca
- ICC also provides matching reports for siding and roofing – more details can be obtained through www.icc.ca For siding we can test vinyl, metal, aluminum and hard board.
 - Both mobile device data collection and physical sample options are available

IPS Workflow Guide



IPS Estimate Workflow

- Complete the estimate as usual. Outlining loss line items in each room.
 - For some insurers, you may be asked to detail the line items for flooring replacement in each room with pricing set to \$0 and a note saying “See Flooring Section”. This is for review purposes.
- Create a separate Section called Flooring
- Use the proper flooring type Bid Item set to non-O&P
 - Use the ICC quoted sub-total price and allow taxes to calculate
- Use a second Bid Item set to non-O&P for the O&P calculation
 - Use the ICC quoted sub-total X the approved O&P rate and allow the taxes to calculate (for certain insurers, use the approved flat rate value)
- For some insurers, you may be asked to create a template Closing Statement outlining the loss values relating to the claim that breakout the flooring loss totals from the rest of the estimate.

Follow-up

- For any questions, please don't hesitate to contact ICC
- We can set up live web training for groups who want to learn how best to use the mobile app for siding and roofing submissions