

Project Profile

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Project Background – Fire Damage Mitigation, Restoration & Reconstruction

Client(s): State Farm Insurance Agent & Customer

Month/Year, Project Type, Environment, Location & Proj. Mgr.: December 2010 – Fire Damage – Single Family Residential Structure - Alpharetta, GA – Fire Origin – Kitchen Fire, John Chapman, Estimator & Project Mgr., FCR

General Scope: Emergency board up, emergency lighting & fire damage mitigation, contents management, selective demolition, restoration & reconstruction. FCR also provided mitigation of additional risk to Personal Content/salvageable content cleaning.

Total Project Cost: \$ 371,727

FCR's Fees: \$ 371,727

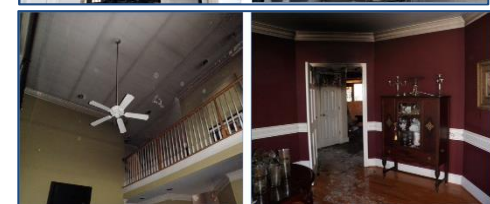
FCR's Role: Disaster Response, Disaster Recovery, Mitigation, Content Management & Restoration Contractor

Description & Origin: Both homeowners were State Farm Employees. The husband, an Agent and his wife, a claims department representative.

First, it should be understood that neither of these homeowners had any prior experience with Full Circle, nor had they referred business to Full Circle in the past, as such they were unfamiliar with Full Circle's track record and performance.

The on-scene fire chief was familiar with Full Circle's quality of care and Mitigation work and encouraged the homeowners contact FCR. Then, regarding restoration, the homeowners spoke to large loss claims professionals at State Farm and other companies, whom they trusted for reference of qualified companies. Each person they spoke with gave 2-3 names of companies. One company was consistently mentioned as the company that person said they would want working on their own/personal home should it suffer a catastrophic loss... That company was Full Circle.

Initial Mitigation - Equipment/Protocol: Upon release by the fire department, FCR responded immediately to provide Emergency Board-up and Mitigation services to reduce damage and immediate risks & hazards to personal content. FCR provided the information needed by the insurance carrier and immediately initiated



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Initial Mitigation - Equipment/Protocol (continued): assessing scope & working with structural engineers to evaluate the structural integrity of the home. Then, FCR initiated structural drying and dehumidification necessary to avoid the possibility of microbial growth; selective demolition; decontamination and clean-up; and odor removal.

Contents Management: Proper precautions were taken with regard to airborne contaminants to curb potential caustic and corrosive effects to certain contents, as well as considerations given to FCR associates' safety.

Challenges/Obstacles: FCR reconstructed the home with substantial desired upgrades within carrier assigned scope-based budget with minimal customer cash outlay.

Results: Ultimately, FCR provided the homeowner with a high-quality product returning the home's interior within the budget established with the insurance adjuster(s). Then, after the claim amounts were agreed to by the homeowners, desired upgrades were considered. By managing the project efficiently and effectively and making wise selections, all work performed fell within budget leaving minimal cash outlay by the homeowners for desired upgrades. The carrier conducted the customary investigation and audit of an employee policy loss and found no impropriety and no special accommodations were made by carrier due to employment relationships.

True Value / Additional Value: Minimized content loss, maximized salvage of personal items, flexibility to reconfigure the kitchen floorplan/layout, adding more valuable usable space and features desired by the homeowners.

Insurance Adjuster: John Leonard, Agency Owner / Producer, State Farm Insurance, (404) 320-3488



• Customer Satisfaction Survey Results

Topic: Response

Q - How long did it take Full Circle to arrive?

A - I will tell you this, last December 21st I had a fire at my home. They were called and they came out and boarded up the place before night fall. They were there early... Recommended by the Fire Chief.

• Customer Satisfaction Survey Results

Topic: Customer Suggestions

Q - Do you have any suggestions for Full Circle Restoration & Construction?

A - No, they did a good job. They have a good system in place.

• Customer Satisfaction Survey Results

Topic: Additional Comments

Q - Is there anything else you'd like to add?

A - They do very good job. They monitor their sub-contractors very well. I'm very happy with the finished product.

• Customer Satisfaction Survey Results

Topic: Recognize Excellence

Q - Is there anyone at Full Circle Restoration & Construction you would like to recognize for their exceptional service?

A - I'd like to recognize 2 people, Brian & Robert... "They were exceptional".

John Leonard: State Farm Agent & Satisfied FCR Customer		Not Applicable	Strongly Disagree	Disagree	Somewhat Agree	Agree	Strongly Agree
1	Communication - The Full Circle Restoration & Construction staff communicates with me effectively.		0	1	2	3	4
2	Employees Professionalism - The employees of Full Circle Restoration & Construction are professional and courteous.		0	1	2	3	4
3	Overall Experience - Full Circle Restoration & Construction delivers an exceptional customer experience.		0	1	2	3	4
4	Post-job Clean Up - Full Circle Restoration & Construction left my home clean after the project.		0	1	2	3	4
5	Likely To Recommend - I am likely to recommend Full Circle Restoration & Construction to a friend.		0	1	2	3	4
6	Use Comments - Sometimes we like to use comments from our clients in future newsletters or publications. May we use the comments you've		Yes		No		