CONTENTS SOLUTIONS

THE GO-TO GUIDE FOR PERSONAL PROPERTY RESTORATION

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CLIENT SAID THAT SOMETHING WASN'T RIGHT

DAMAGED DIAMOND? GOOD NEWS!

Underinsured Still Had a Fighting Chance

THE CLIENT SAID, "SOMETHING IS WRONG"

The client was looking skeptically from the living room into the dining room. "There is something wrong," he finally said.

The contents manager quickly looked over all the pictures from the digital photo inventory and asked, "What is it?"

The homeowner said, "I don't know, but something is wrong."

The contents manager looked at the room, past the couch and love seat, checked the images again, then looked along the large, ornate rug that extended inward from the sliding glass doors that led out onto the bright, outdoor entertainment area. The drapes were pulled back and fastened with gold cords, the courtyard beyond was composed of light, sand-colored stones, and according to the pictures, everything was in place.

Then, she saw it. She called in her team and they moved all the furniture out, then lifted the massive, elaborately woven rug, rotated it 180 degrees and replaced it.

All the furniture was put back in place and the owner was called back in. He looked things over, then narrowed his eyes and said, "That feels right. What did you do?"

Over the years, the rug had been exposed to intense sunlight from the outdoors. And slowly, almost imperceptibly, the half exposed to sunlight had begun to fade. While the other parts had kept their vibrant colors.

So, when the contents team put the rug back in place, and the faded half was in the relative shadow of the room's interior, the entire effect looked "wrong" to the owner and changed his perspective of the room itself.

Normally, a trained contents team will put statuary, computers, magazines, jewelry boxes, framed photographs and everything else back in the position it was when they first entered the rooms of the insureds (using digital photos as templates).

Our goal is to give our teams the training and experience that is required to "stage" an insured's home so it "looks" and "feels" like the home they know. And that is why we value our contents managers so highly – they aren't just in charge. They are master instructors as well.

DIAMONDS - WHEN LESS IS MORE

We have written about our "Million Dollar Database" in previous issues – the one in which we keep subject matter experts for specialty cases.

This one wasn't ours, but it could easily have been – we all have top specialists in our lists.

A very high-end diamond had been chipped. The contents professionals recommended the stone be sent to a master cutter to be re-shaped and polished.

The original gem had been 2.73 carats. But once it was recut and buffed down, it was only 2.43 carats.

Sounds bad, doesn't it? But the contents pros had suggested well. The master cutter had actually produced a brighter, better diamond – so much so that now it had increased its value by over $4000!

BETTER THAN DUCT TAPE?

A European grad student received significant grants and used them to team up with scientists at Dow Chemical. Over a 7-year period, they created what Wikipedia has described as being a "… multi-purpose, non-slumping brand of silicone rubber that resembles modelling clay."

We've seen it repair shoes, protect cell phones and cameras, seal exposed metal in dishwashers, coat a brake handle on a child's wheelchair and become a soft, graspable form of rubber (after having been molded onto the metal with bare hands).

The bonding agent adheres to aluminum, steel, copper, ceramics, glass, fabric, brass, leather, plywood, and other materials, including ABS plastics. It comes in a variety of colors that can be mixed together to create new colors (ex. black and white mixed to produce gray).

This new silicone remains flexible for up to 30 minutes and can be shaped to fit almost any form, then it cures to become a permanent rubber solid.

Our early adaptors are already dreaming of all the plastics, woods and metals they will be repairing and restoring, sculpting and sanding.

Something extraordinary is coming, and we think it is going to be a game changer!

VOLUNTEER IS ONE OF US

Well, there was a hurricane. It tore through the lady's house like a locomotive and left nothing but water and destruction behind.

It was a total loss, and there was simply nothing that contents pros could do to help. But 175 college students had the week off and came to help clean things up.

One of them was working around an air vent and pulled out a bunch of what she thought was "Monopoly money" – but it soon became apparent that it was genuine currency!

Unofficially, it was estimated at about $30,000. The sort of sum a college student could really use. But that is not what happened.

The lady of the house was pretty much speechless as she received the entire sum. Her father hadn't trusted banks.

We don't know what the student's major was, but there are a lot of companies who would be honored to have her join them – she is already one of us in spirit.

UNDERINSURED STILL HAD A FIGHTING CHANCE

There had been a fire. But the owner of the house was more concerned with the 200 war re-enactment costumes – hats, shirts, jackets, leather boots, gold braid, ammunition pouches, etc.

No two had the same fabrics and the fire had been one of those greasy, thick smoke and soot conflagrations – the owner was underinsured. The insurance company had no interest in leafing through everything to figure out which pieces could be restored.

But the contents manager looked at the pile and quietly went about the business of restoring the fabrics, the boots, even the leather pouches. He had done this sort of thing before.

90% of the collection was restored. The uniforms "lived" to fight another day.

COMING UP IN THE NEXT ISSUES OF CONTENTS SOLUTIONS

OUR EXPERT ASSOCIATES SAVE MONEY EVERY TIME

YES WE CAN! YES WE DO!

EVEN SMALL JOBS CAN REALLY ADD UP

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