



Details of the water loss:

An early July 2019 day ended up being one that was unexpected.

In a third floor apartment of a three story building, a copper pipe elbow let loose. Unfortunately, the tenant and the two tenants below were all at work when it occurred. Fifty gallons of water poured out per minute.

By the time the first floor tenant returned home, nearly 24,000 gallons of water had been released in the building. There was 6" of water in the basement.

The water had travelled through every unit.

Referred by a water mitigation contractor, the partners of 3541 DN Properties engaged our services before reporting the claim.

Case Study

3541 DN LLC are sophisticated investors. They own nearly 2,000 units in the north east. All multi family units and mostly in large complexes, the owners of 3541 DN Properties are educated, experienced and successful.

Insurance Company Response:

The insurance company's adjuster (Millers Mutual) came out to inspect the damage the following week, here's what they offered 3521 DN Properties:

- \$123,821 for damage to the building
- \$4,770 for loss of business income

Resolution:

Our team spent weeks properly documenting the damage, directing the water mitigation contractor, and taking moisture readings. Properly documenting the loss leads to a complete and total estimate of repairs. With our guidance, 3541 DN LLC received a settlement of \$299,750 for the building damage and \$19,080 for loss of business income.

Increased Settlement:

 **Insurance Company Offer:** **\$128,591**

 **Final Settlement:** **\$318,830**

 **Turner Adjusting Impact:** **+248%**