

## Technical Consultants



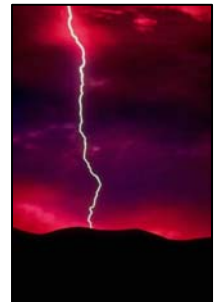
**The Price-Hollingsworth Company, Inc.**

### Educational Seminars for Adjusters ©



These seminars are conducted at the location of your choosing. Each seminar is about 1 ½ hours long, and can be customized for your company's requirement. Classes may be eligible for CE credits for various states. Certain classes may be combined when given at the same schedule to minimize redundant information. Handouts are supplied to accompany the PowerPoint presentation, and the classes are conducted in a "give and take" atmosphere, i.e., instructors welcome students questions at any time during the class, and the Q & A period to follow. PHC strives to use relevant claim situation and coverage issues to enhance the learning process. Students' questions assist in relating the material presented to their own claims' challenges.

1. **Lightning 101** - This course consists of a brief overview of the nature of lightning, how it occurs, points of entry into buildings and equipment, how it damages equipment, and how to distinguish lightning damage from other electrical damage. Repair issues such as "stressed by lightning", compromise of lifetime equipment, and so forth are also covered. It is a non-technical overview, aimed at the adjuster to amplify their background and knowledge of lightning with regard to covered causes and damage issues.



2. **Phone 101** – This is an overview of commercial telephone systems, general principles of operation (non-technical), standard terminology, typical damage that occurs from lightning or an electrical surge, repair issues such as "stressed by lightning," replacement versus repair cost issues, with a review of relevant claim issues and endorsements.



- 3 **Computer 101** – This course is an overview of computer system (non-technical), terminology, and explore issues such as damage assessment, repair and replacement cost and issues, data recovery issues, and virus and software licensing issues. In addition to LKQ replacement analysis, this seminar discusses certain endorsements such as precious papers, data vs. software, etc.

4. **Damage Fire Chemistry** –This topic consists of typical chemical reactions occurring in fires, the corrosiveness of smoke/soot, and its effect on electronics and mechanical equipment. Mitigating factors such as humidity and the type of equipment and property affected, will be discussed. We will examine the types of substances that burn in fire such as plastics and how this impacts the overall recovery from a fire. Initial emergency mitigation steps will be discussed. This seminar is somewhat more oriented to the commercial adjuster, but the homeowner adjuster will find plenty of usable information.



5. **Water Loss Seminar-** Examines the impact of water, moisture and humidity on electrical, electronic and mechanical equipment. Also discussed will be the impact on premises and overall emergency mitigation techniques. This seminar is aimed primarily at the commercial adjuster.

## 6. Restoration Principles for the Adjuster (RPA)

Exclusively for property adjusters to provide insight into claims involving high tech equipment such as computers, phone systems, office equipment, medical electronics, consumer electronics, etc. After a fire, flood, water or contamination loss, the adjuster is often faced with the question of replacing the equipment versus cleaning and restoring it. Business interruption concerns, lost data, and repair costs add to the burden of untangling some difficult issues. This course will provide the adjuster with insights into the overall processes of restoration and give guidance for evaluating the restore vs. replace equation. We will consider hidden costs such as:



- Data recovery programming
- Irreplaceable software
- Machinery delivery times
- Machinery set up costs
- ♦ Network setup
- ♦ Phone system repair/restore vs replace
- ♦ Lost warranties & service agreements
- ♦ Code upgrades

Armed with this knowledge, the property adjuster will be able to evaluate the true restoration costs in comparison to the overall cost to return to business. This class will assist you to:

- Avoid paying for costly restoration only to end up replacing the equipment anyway.
- Know when to restore for added salvage value and when not to.
- Learn how to avoid the contractor's 10 & 10 markup on technology restoration
- Address warranty issues after restoration.
- Address repair issues after restoration.

### About the Price-Hollingsworth Company, Inc. (PHC):

The Price-Hollingsworth Company, Inc. (PHC), was established in 1987 by Lawrie N. Hollingsworth, E.E. to serve a growing need to verify and validate claims involving electrical, mechanical and electronic equipment losses. From a small staff in 1987, PHC has grown to a nationwide consulting firm with offices across the country. Our technology specialists range from scientists and engineers, to chemists, IT professionals and disaster recovery experts. Our projects have ranged from small business to multi-million dollar losses. PHC is proud to have served the country as a participant in the WTC 9/11 recovery effort.



**Corporate Offices:** 1580 Louis Avenue,  
Elk Grove Village, Illinois 60007  
(800)568-5865 ph      (847)718-9462 fax  
email: [mail@disasterhelp.com](mailto:mail@disasterhelp.com)  
[www.pricehollingsworth.com](http://www.pricehollingsworth.com)