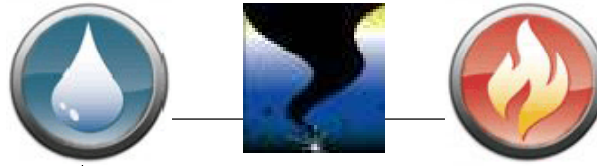




First General Services
Quality. Integrity. Accountability.

THE CLAIMS PROCESS



CLAIM OCCURS

Insurance company
relays claim to First
General Services

**First General Services
attends to assess the
services required**

If required, contents
inventoried
and moved to
secure storage

Flooring sent
for analysis if required

First General Services
reports back to adjuster
with repair estimate

Contents cleaned
in cleaning facility

Competitive price
obtained if required

Contents returned
to property owner

Approval from
Adjuster to
proceed

First General contacts
property owner to obtain
work authorization

Restoration work
begins

**Premises returned to
pre-loss state**

First General Services (Calgary) Inc.

#102, 12450 – 40 Street S.E., Calgary, Alberta T2Z 5A1

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