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Tips and ideas for efficient, fast resolution of insurance losses.

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Pieces of the Pie INTEGRITY

By Lou Certuse



Without integrity, this company (and yours) really have nothing. We're taking a close look at integrity in this edition of *Resolutions* and looking at an example of how it shapes each and every one of our business relationships.

"It is what it is."



Lou Certuse

For some of the people in the Industry, meeting the public face to face is a very difficult task. Out here in the "front lines," we face the public each and every day. For the many companies we represent, we are that company in the eyes of the public. What we say and how we say it makes all of the difference in the world.

Our staff has been together now for many years and has proven itself able to handle the rigorous demands put on us by the ever knowing and demanding public. While the complaints have been minimal, I am very proud to say that the compliments we have received have been quite gratifying.

In a recent fire that our staff handled, we were able to provide perhaps one of the most efficient and quickest settlements of a large fire loss in our company's history. Working with our team of large loss adjusters, we

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Meet Ed Gonsalves

Ed Gonsalves has been with Certuse Adjustment since the doors opened, and that goes back to 1994 for those of you who are counting. As a second generation contractor with over 25 years in the custom building and remodeling business, Ed has the background to look at claims with the eye of an experienced builder who knows what is required to solve problems and get claims resolved fairly and quickly.

Whether property damage results from "usual" occurrences -- such as fire, water, or lightning -- or from any number of other unusual situations (Ed has probably seen them all by now), he is available to discuss the loss with the desk adjuster and use his expertise to determine the best solution. Ed performs an in-house review of all estimates for repair and reconstruction to make sure the correct work is being specified at a competitive price.

Ed is one of the key reasons Certuse Adjustment enjoys such a strong reputation in the area of resolving claims related to reconstruction, building, and repairs for residential and commercial structures. Please give a call whenever you have a loss or any questions you would like to discuss with him.



Ed Gonsalves



Late in the evening of October 26th, an agency

used our company's emergency paging system to notify us

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