



Insurers World Press Kit

The Contents Management Solution

2010

INSURERS WORLD
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INSURERS WORLD
The Contents Management Solution
Since 1978

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About Insurers World

Insurers World Overview

By using a state of the art web based system, Insurers World has reduced paper flow and manual handoffs, to produce a more efficient contents claims process. This system creates a collaborative linkage between the insured, insurers, and vendors. Insurance carriers count on IW for quick and accurate contents claims handling.

About Us

Since 1978, Insurers World has been a market leader in the evaluation and replacement industry. We have taken pride in efficiency in the insurance industry, removing the guesswork from product evaluations and replacement.

We are dedicated to serving customers by providing contents evaluations, product fulfillment, technology enhanced solutions, and customer service.

Our Mission

Insurers World is committed to the delivery of interactive contents claims services tailored to our clients' individual needs. We maintain our industry leadership through personal service and complete innovative contents solutions.

Our Clients

Our services are used by insurance companies across the United States.

Our Partners

Insurers World has many business partners including industry specialists and vendors. VIA Group specializes in technology, and has assisted IW in releasing contents evaluation software. Personal Property Specialists, Inc. provides our large loss scoping service, SOS. Our hundreds of vendor partners enable us to replace losses directly from our on-site warehouse. Below are a few of our partners:



Insurers World Executive Biographies

Insurers World is made up of a team of people who have been in the insurance replacement business for years resulting in a profound understanding of the industry.

Nick Breitstein, Chief Executive Officer (CEO)

Nick has been the CEO of Insurers World since 1978 when he founded the company. Additionally, he is the President of VIA Group, LLC. Nick's guiding principles are commitment, fairness, ethics and value for employees, customers and business partners. Nick graduated Boston College with a BS and received his MBA from Northeastern University.

Donald Stafford, President

Don joined Insurers World in 1984. He has been in the consumer electronics business since 1973 and has worked with insurance related clients for over 30 years. Since joining Insurers World he has been responsible for strategic initiatives and product development. Don is noted for both his knowledge and enthusiasm about contents estimating, replacement fulfillment and customer services, and he enjoys his work with our carrier partners at both the home office level and in the field.

In addition to being the President of Insurers World, Don is the Executive Vice President of Home Entertainment Distributors Inc., and the Executive Vice President of VIA Group, LLC as well. He is also the founding president of the Association for Property SIU Assistance, and an affiliate board member of the Property Loss Research Bureau.

Don completed his undergraduate studies at the New England Conservatory of Music. He went on to receive his MBA from Northeastern University. Don is a member of the Beta Gamma Sigma Honor Society for the Collegiate Schools of Business.

Martin Goldstein, Chief Financial Officer (CFO) and Chief Operating Officer (COO)

Marty has been with Insurers World since 1987. He has been a Certified Public Accountant (CPA) registered in the Commonwealth of Massachusetts since 1985. As CFO, Marty's responsibilities include: financial statement reporting, cash management, accounts receivable and accounts payable, among others. His COO responsibilities include warehousing and security. Marty graduated from Boston University with a BSBA in Accounting.

Our Services

SOS: Services On Site

Since 2005, IW has offered a large loss scoping service, provided by Personal Property Specialists, Inc. This program was started by Bill Stickler, whose experience allowed him to develop a physical and forensic verification process which provides an accurate account of the property losses on site, thus assuring the critical first step is taken in preparing proper compensation.

Our team of property specialists goes on site to inventory large loss contents. The SOS technicians contact the field adjuster and the insured within 24 hours of receiving an assignment. The technicians

document 100% of the contents on site using digital voice recordings and images, establishing an accurate scope of contents damages. We guarantee inventory will be taken of 100% of the contents. We understand the high value of any items with personal or financial value. Unique and one of a kind items are given special attention and require expert handling to ensure repairs can be made or accurate replacement cost is established.

Transcription Service

The IW transcription service accepts any type of contents inventory assignment. Every type of contents documentation, whether handwritten, computer generated, audio recordings, or internet submissions is methodically transcribed to our electronic claim file. Contents details include: quantity, description, insured's stated value, and age. Each item is categorized and coded to a depreciation category with corresponding depreciation rates. In instances where IW is handling the entire contents evaluation process, the transcription personnel then assign the items to the corresponding product specialists, who continue with Like, Kind, and Quality product selection.

Contents Evaluation

At Insurers World the loss contents assignment goes through triage to establish a size and severity profile and to determine the quantity of contents in the various product families. Each item is analyzed and evaluated by a corresponding IW product specialist. These specialists know exactly what to look for when making Like, Kind, and Quality (LKQ) evaluations in their field of specialization. The time between contents evaluation and conclusion is greatly decreased because this system allows multiple product specialists to work simultaneously on claims.

JEM: Jewelry Evaluation Module

Through the IW JEM program, we provide centralized and accurate jewelry evaluations, local or direct fulfillment, and standardized, cost based pricing. Our fine jewelry experts have over 20 years of industry experience which has prepared them to handle any jewelry contents evaluation scenario. IW has a National Jeweler Network which consists of over 1,000 jewelers throughout the United States. This feature allows claimants to receive jewelry replacement through a jeweler in their proximity. Over one thousand adjusters from 45 carriers have participated in the Insurers World Jewelry evaluation and replacement program during 2007.

VIA2020 Contents Software

VIA2020 Contents Evaluation software has four major modules: an electronic claim file, a contents inventory estimating tool set, a content portal and a data mine. The electronic claim file allows adjusters to create new claims, see the workflow milestones and status of claims and all contact/claims/policy information about existing claims. The contents inventory component provides for the scope, development and adjustment capabilities of contents. The estimating functions give the adjuster self-service LKQ research. The content portal is the industry's most comprehensive database of products and is unsurpassed by web comparison portals. The data-mining portion ensures that both standard and

custom reports are available to carrier management staff, offering views relevant to their discipline, whenever the information is needed.

Replacement and Fulfillment

Insurers World is proud of how quickly and efficiently we are able to replace losses. With our warehouse containing thousands of items from many major brands, we are able to ship in stock items directly to the insured on the day of order confirmation from the adjuster. We also have relationships with vendors such as Amazon.com, so we are able to replace most non-stocked items in an expeditious manner. This means one stop shopping!

Brands include (but are not limited to) the following: *Apple, Black & Decker, Canon, Casio, Compaq, Dewalt, Electrolux, Epson, Frigidaire, Gateway, General Electric, HP, IBM, JVC, JBL, John Deere, Kitchen Aid, Mac Tools, Magic Chef, Magnavox, Maytag, Microsoft, Mitsubishi, Nikon, Olympus, Panasonic, Pioneer, Polaroid, RCA, Samsung, Smith & Wesson, Sony, Swarovski, Toshiba, Weber, Whirlpool, Yamaha, and many more.*

Contact Us

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