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Dear Customer;

We realize this is a difficult time for you and your family or associates. If you are receiving this letter after a loss, please understand we are not like the other contractors in the industry; we specialize in contents and moving. We only concentrate on your personal property, brick-a-brack, collectibles, art, documents, electronics, equipment and the inventory, proper cataloging and careful moving of these items all while working with your insurance.

**We are the ONLY Company in the area that strictly specializes in personal property restoration and moving in addition to total loss identification.** Feel free to work with any company of your choice for board up, mitigation, reconstruction but choose AMRestore for moving and personal property services. Please do not let another entity treat your possessions as an afterthought; let us handle the "heavy lifting" for you as you have a right to choose who handles your property. We only move and restore contents...this is detailed work and you want the best.

For your personal property, we are the ONLY Company that specializes in this. We are not a "jack of all trades" but a specialized company that works for YOU through your insurance company at no additional charge. Our billing is accepted by all insurances and we help you with the details all at no charge to you... just RELIABLE CARE for your possessions in a time of need.

It is our desire to provide you with outstanding professional services along with care and understanding and with this letter, a brief explanation of all involved in a loss because honestly, we hear the horror stories and we care for you and your property. **The initial stages include, but are not limited to:**

**Emergency Services-** May include emergency electronics mitigation and corrosion control or vital items evacuation and document retrievals, etc. Packers, movers, electronics, art and document restoration techs are available 24/7.

**Pack-Out-** Our Barcode Inventory team will professionally photograph, inventory and professionally pack your personal belongs or equipment with our state-of-the-art barcoded tracking software.

**Move-Out-** Our moving team will load your belongings onto a moving truck and transport them to our secure, climate controlled personal property care center for state-of-the-art cleaning and restoration or storage. Based on the amount of property, this can be a laborious process. We strive to make the process as smooth as possible.

You will be advised of the time the Inventory Team will begin the Pack-Out process. To ensure your family or associates have the items you will need to take with you, we provide you with a Take-Along List used for collecting personal and important items. We also provide a list of items that we cannot take with us. If items have previous damage or malfunction, please bring it to our attention and items that need emergency processing should be immediately discussed.

We ask that a policyholder be present during the Move-Out, as a signature is required to release your contents to our care.

Your contents and personal belongings are being transferred and processed locally in one of the most advanced personal property care centers in the country. Your contents will be evaluated, cleaned and/or restored through a variety of proprietary processes and stored in a climate-controlled vault center. Feel free to contact us at 800-498-8800 if you have any questions or need further assistance.

Sincerely,

**The AMRestore Team**

***Disaster Specialists in Moving, Contents, Electronics, Equipment, ART and Document/Valuable Paper Restoration***