

# Leveraging ITV and Replacement Cost Tools in Structural Claims

*Xactware User Conference 2011*

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# Agenda

- ▶ The value of insurance to value (ITV) in a claims environment
  - ▶ Best practices for insuring to value
    - 360Value - Underwriting
    - Xactimate - Claims
  - ▶ Summary
  - ▶ Question and discussion
-

# Insurance to Value: Defined

- ▶ Insurance to value is achieved when the coverage limit on a building equals the cost to rebuild the structure in the event of a total loss.



Replacement Cost Estimate	\$100,000
<u>Coverage A Limit</u>	<u>\$100,000</u>
<b>Insured to Value</b>	

Replacement Cost Estimate	\$100,000
<u>Coverage A Limit</u>	<u>\$ 85,000</u>
<b>15% Underinsured*</b>	

\*\$100,000 - \$85,000 = \$15,000 underinsured;  
\$15,000 / \$100,000 = 15% underinsured.

# Underinsurance is an Issue. Why?

Assume coverage is \$100K, but replacement is \$135K. How do you bridge the gap?

- Add **5% debris removal**
- Add an additional **20-25% for expanded (but not full) replacement cost** protection
- Add a **few percentage points for inflation.**
- Conclusion: you're probably at the \$135K you need.

## ▶ BUT...

- You **collected premium for a \$100K risk but paid \$135K** (assuming/structure payments only).
- Then add contents, loss of use, etc., to the payment stream...

- ▶ It's easy to see how ***underinsurance begins to become a problem.***

# Impacts of Underinsurance

## ▶ Homeowner:

- Inadequate protection at time of loss.
- Policy “safety nets” (debris removal, inflation factoring, conditional replacement cost provisions) may help, but not always.
- Customer satisfaction and policy retention are impacted.

## ▶ Insurer:

- Collected inadequate premium for loss.
- Loss ratios increase resulting in possible policy rate increases.
- Customer retention suffers.
- Growth and expansion efforts suffer.

## ▶ Conclusion:

***Underinsurance can lead to premium leakage and enterprise wide underperformance.***

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# Impacts: Claims Environment

- ▶ Insufficient coverage:
    - Homeowners pay out of pocket
    - Customer dissatisfaction
  - ▶ Homeowner is not fully indemnified
  - ▶ Larger payments for partial losses than appropriate for the premium
-

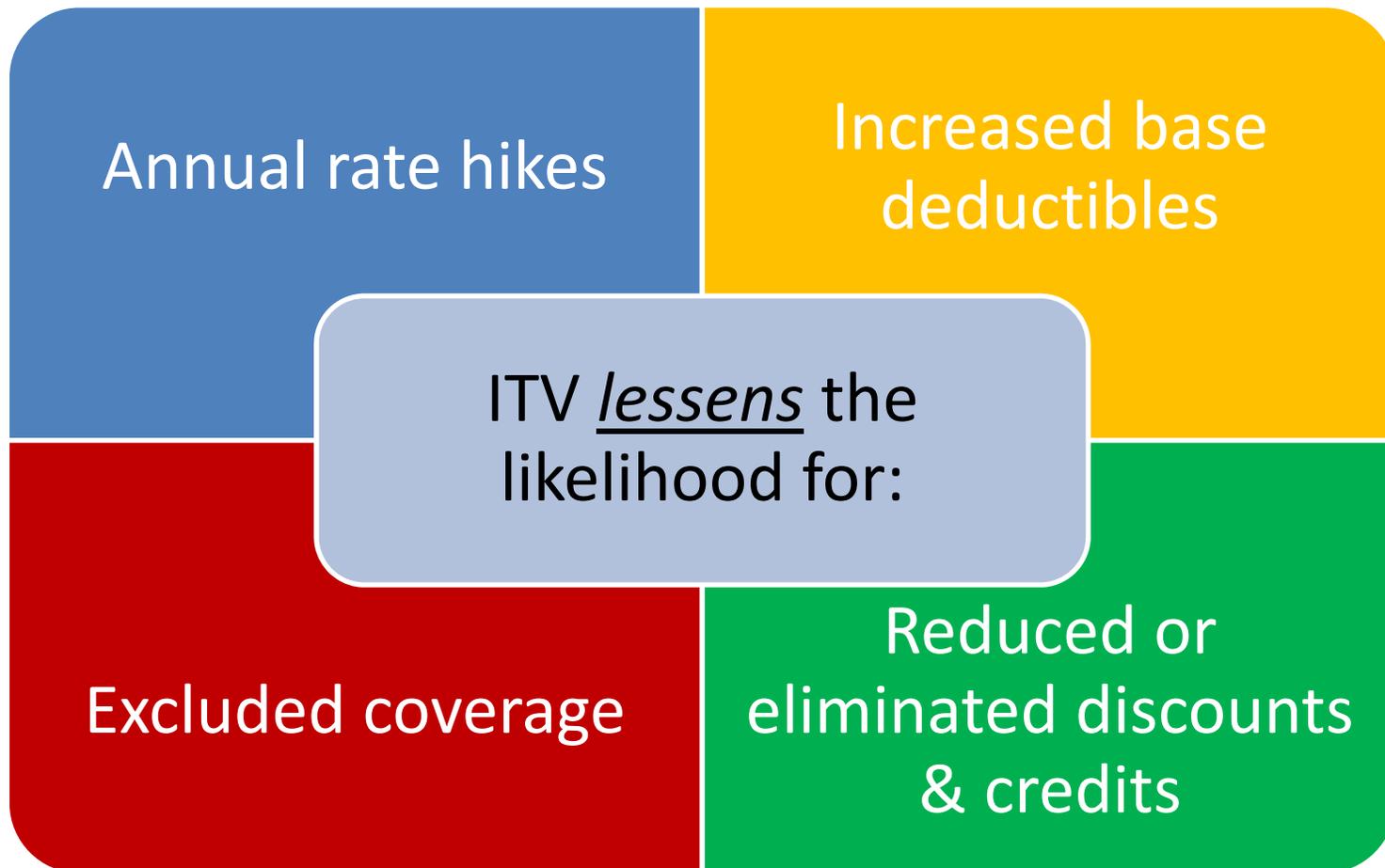
**Insuring to value helps ensure adequate protection for the homeowner in the event of a total loss.**



# Impacts: Underwriting & Product Environments

- ▶ Inadequate premium collection
  - ▶ Customer dissatisfaction
  - ▶ Inadequate reserves
  - ▶ Reduced satisfaction and retention
  - ▶ Reduced growth
  - ▶ **Reduced profitability**
-

# ITV Benefits Insurers by via Adequate Premium, Reserves & Profitability



# Best Practices for ITV Throughout the Life of the Policy

- ▶ Starts with education:
    - *What ITV is*
    - *Why ITV is important*
    - *How to achieve ITV*
    - *Who benefits from ITV*
  - ▶ ITV & Replacement Cost  $\neq$  Market Value
  - ▶ Gather accurate property information
  - ▶ Involve the homeowner: verify details at the start, monitor updates, additions, etc.
  - ▶ Maintain ITV: annual recalculation or inflation factors
-

# ITV is a Moving Target

Out-of-date property characteristics impact costs



New and better materials are introduced

Improved construction techniques impact costs



Labor and materials costs are constantly changing



Energy prices fluctuate with changes in demand

# Achieving ITV: RC Estimates Based on Current, Reliable & Localized Cost Data

- ▶ 360Value's cost database uses the latest building materials & techniques at the *component level*
- ▶ Costs are localized at the *5-digit zip* code level
- ▶ Replacement costs are *reconstruction costs*, not new construction costs
- ▶ *Monthly cost updates* provide current cost information



# Component-Based Estimates Help Determine Proper Coverage for Specific Structures



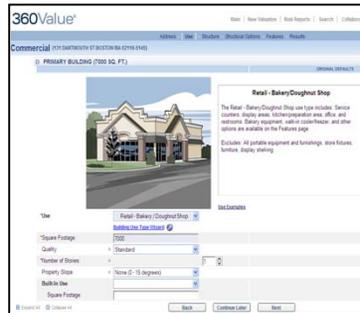
Buildings vary in labor, materials & equipment components needed to rebuild.

**Component-based replacement cost estimates are a critical component of insuring to value.**

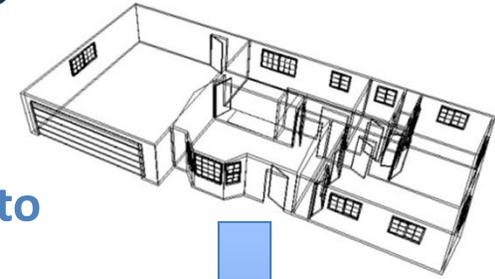
# Reliable Component-Based Estimates: 3 Key Variables

## Property-specific data

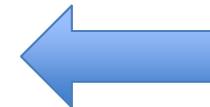
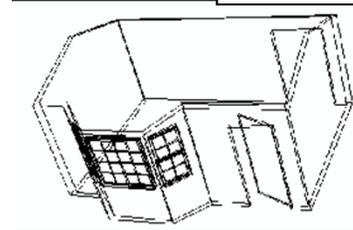
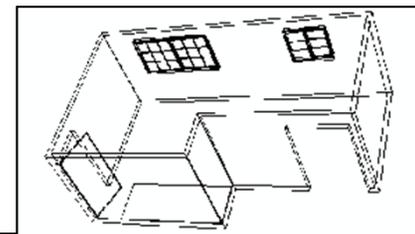
- Address
- Year Built
- SQ FT
- Number of Stories
- Roof Shape
- Quality of Construction



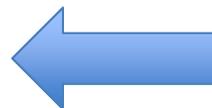
## Reliable assumptions to account for unknown property details



## Localized, current, and detailed labor and materials reconstruction costs



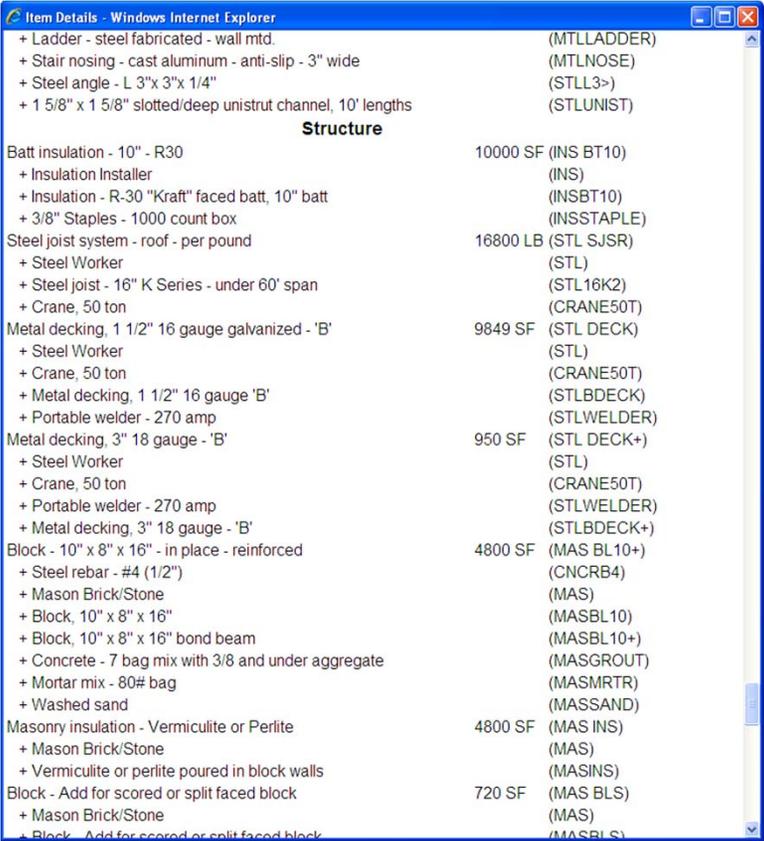
- 1/2" drywall - hung, taped, heavy texture, ready for paint
- + Drywall screws - grabber - (based on 25 to 50 lb box)
- + Drywall Installer/Finisher
- + Gypsum board, 1/2"
- + Metal corner bead
- + Drywall joint compound - 50 lb box
- + Drywall nails (based on 25 to 50 lb box)
- + Perfortape - 500' roll
- + Drywall texture compound - 50 lb box



# True Component-Based Replacement Cost Estimates

360Value®

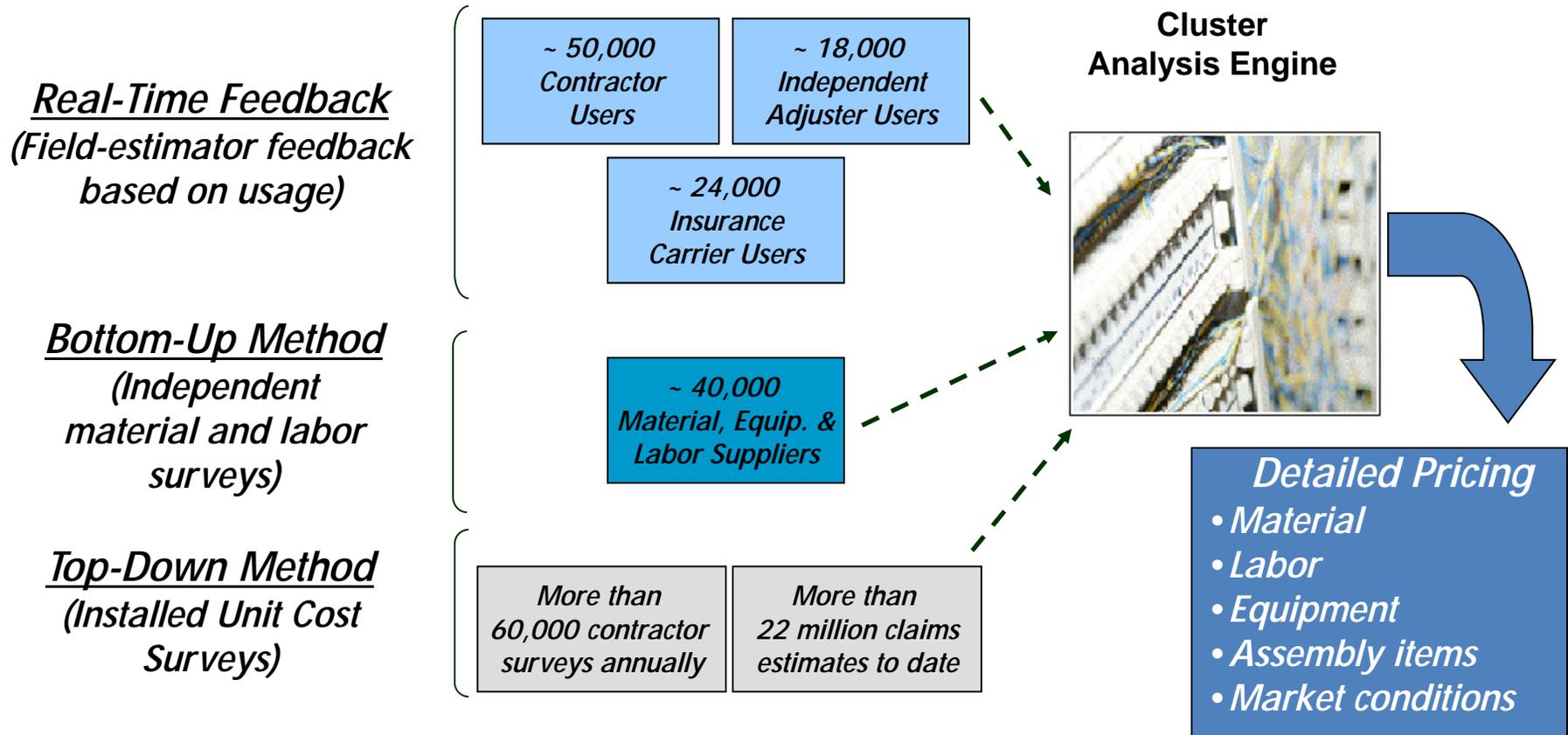
- ▶ *Residential, commercial, and agricultural* properties all in one tool
- ▶ Includes all *material and labor costs* needed to re-build the structure
- ▶ Generated using a detailed *component driven* cost database



Component	Quantity	Unit	Code
+ Ladder - steel fabricated - wall mtd.			(MTLLADDER)
+ Stair nosing - cast aluminum - anti-slip - 3" wide			(MTLNOSE)
+ Steel angle - L 3"x 3"x 1/4"			(STLL3>)
+ 1 5/8" x 1 5/8" slotted/deep unistrut channel, 10' lengths			(STLUNIST)
<b>Structure</b>			
Batt insulation - 10" - R30	10000 SF	(INS BT10)	
+ Insulation Installer		(INS)	
+ Insulation - R-30 "Kraft" faced batt, 10" batt		(INSBT10)	
+ 3/8" Staples - 1000 count box		(INSSTAPLE)	
Steel joist system - roof - per pound	16800 LB	(STL SJSJR)	
+ Steel Worker		(STL)	
+ Steel joist - 16" K Series - under 60' span		(STL16K2)	
+ Crane, 50 ton		(CRANE50T)	
Metal decking, 1 1/2" 16 gauge galvanized - 'B'	9849 SF	(STL DECK)	
+ Steel Worker		(STL)	
+ Crane, 50 ton		(CRANE50T)	
+ Metal decking, 1 1/2" 16 gauge 'B'		(STLBDECK)	
+ Portable welder - 270 amp		(STLWELDER)	
Metal decking, 3" 18 gauge - 'B'	950 SF	(STL DECK+)	
+ Steel Worker		(STL)	
+ Crane, 50 ton		(CRANE50T)	
+ Portable welder - 270 amp		(STLWELDER)	
+ Metal decking, 3" 18 gauge - 'B'		(STLBDECK+)	
Block - 10" x 8" x 16" - in place - reinforced	4800 SF	(MAS BL10+)	
+ Steel rebar - #4 (1/2")		(CNCRB4)	
+ Mason Brick/Stone		(MAS)	
+ Block, 10" x 8" x 16"		(MASBL10)	
+ Block, 10" x 8" x 16" bond beam		(MASBL10+)	
+ Concrete - 7 bag mix with 3/8 and under aggregate		(MASGROUT)	
+ Mortar mix - 80# bag		(MASMRTR)	
+ Washed sand		(MASSAND)	
Masonry insulation - Vermiculite or Perlite	4800 SF	(MAS INS)	
+ Mason Brick/Stone		(MAS)	
+ Vermiculite or perlite poured in block walls		(MASINS)	
Block - Add for scored or split faced block	720 SF	(MAS BLS)	
+ Mason Brick/Stone		(MAS)	
+ Block - Add for scored or split faced block		(MASBLS)	

Sample of components used in an estimate

# Xactware uses a Proprietary Process to Research Reconstruction Cost Pricing



# Underwriting: Estimate Replacement Cost at Point of Sale



- Address
- Year built
- Square footage
- Quality of construction
- Number stories
- Foundation type
- Foundation shape
- Exterior wall construction
- Roof shape
- Roof cover
- Garage/carport
- Number of baths
- Etc.

360Value®

Address: Home Information

1 to 4 Family (2547 CHAMBERLAIN AVE MADISON WI 53705-3828)  
Est. 2 (Lat: 43.070637 Long: -89.429990) Score:

Quality Wizard

Use:	Single Family Detached	
Style:	Tudor	
Number of Stories:	2 Stories	
Foundation Shape:	4-5 Corners - Square/Rectangle	
Foundation Type:	Basement	100 % <a href="#">Add Row</a>
Percent of lowest level that is finished:		%
Walk-out:	<input type="checkbox"/>	
Exterior Wall Construction:	Wood Framing	100 % <a href="#">Add Row</a>
Exterior Wall Finish:	Siding - Cedar (Clapboard)	90 %
	Stone Veneer (Natural)	10 % <a href="#">Add Row</a>
Floor Coverings:	Carpet	35 %
	Tile - Vinyl/Rubber	15 %
	Hardwood - Plank	50 % <a href="#">Add Row</a>

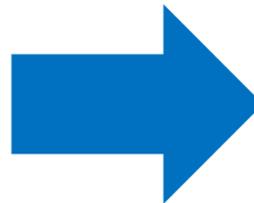
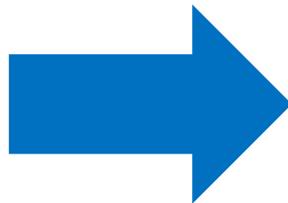


# Underwriting: Update Replacement Cost at Renewal

A	B	C	D	E	F	
Pol ID	Company	Status	Perils	LocID	Street	CIT
6338239-04	ABC Company	Bound	PAL	1	5037 PATATA ST	SO
6350735-02	DEF Company	Quoted	PAL	1	3360 MURRAY RIDGE RD	SAI
6356440-04	XYZ Company	Submitted	PAL	1	300 S LEWIS RD	CAI
6356440-04	XYZ Company	Submitted	PAL	3	13611 JURUPA AVE	FOI
6358483-04	XYZ Company	Submitted	PAL	1	1030 S MAPLE AVE	MO
6358483-04	XYZ Company	Submitted	PAL	3	3440 52ND AVE	SAI
6358483-04	XYZ Company	Submitted	PAL	4	2340 INDUSTRIAL PKWY W	HA
6358483-04	XYZ Company	Submitted	PAL	5	9850 OLSON DR	SAI
6358483-04	XYZ Company	Submitted	PAL	7	2231 S WILLOW AVE	BL
6358483-04	XYZ Company	Submitted	PAL	8	700 MAULHARDT AVE	OXI
6358483-04	XYZ Company	Submitted	PAL	10	3747 GILMORE AVE	BAI
6358483-04	XYZ Company	Submitted	PAL	11	2323 PARK AVE	CHI
6358483-04	XYZ Company	Submitted	PAL	12	2851 S CHESTNUT AVE	FRI
6361150-03	Test Company	Bound	PAL	1	4500 PECHANGA PKWY	TEI
6362185-03	Test Company	B	PAL	1	2000 W TURNER RD	LOI
6362185-03	Test Company	B	PAL	2	1055 SANDHILL AVE	CAI

The screenshot shows the 360Value software interface for a property. The address is 2547 CHAMBERLAIN AVE MADISON WI 53705-3828. The property is a 1 to 4 Family home. The Use is Single Family Detached, Style is Tudor, Number of Stories is 2, Foundation Shape is 4-5 Corner, and Foundation Type is Basement. The exterior wall construction is Wood Frame and the finish is Siding - Cement. The floor coverings are Carpet.

A	B	C	D	E	F	
Pol ID	Company	Status	Perils	LocID	Street	CIT
6338239-04	ABC Company	Bound	PAL	1	5037 PATATA ST	SO
6350735-02	DEF Company	Quoted	PAL	1	3360 MURRAY RIDGE RD	SAI
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6358483-04	XYZ Company	Submitted	PAL	4	2340 INDUSTRIAL PKWY W	HA
6358483-04	XYZ Company	Submitted	PAL	5	9850 OLSON DR	SAI
6358483-04	XYZ Company	Submitted	PAL	7	2231 S WILLOW AVE	BL
6358483-04	XYZ Company	Submitted	PAL	8	700 MAULHARDT AVE	OXI
6358483-04	XYZ Company	Submitted	PAL	10	3747 GILMORE AVE	BAI
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6358483-04	XYZ Company	Submitted	PAL	12	2851 S CHESTNUT AVE	FRI
6361150-03	Test Company	Bound	PAL	1	4500 PECHANGA PKWY	TEI
6362185-03	Test Company	B	PAL	1	2000 W TURNER RD	LOI
6362185-03	Test Company	B	PAL	2	1055 SANDHILL AVE	CAI



# Underwriting: Update During the Claims Process



A	B	C	D	E	F	
Pol ID	Company	Status	Perils	LocID	Street	CIT
6338239-04	ABC Company	Bound	PAL	1	5037 PATATA ST	SO
6350735-02	DEF Company	Quoted	PAL	1	3360 MURRAY RIDGE RD	SA
6356440-04	XYZ Company	Submitted	PAL	1	300 S LEWIS RD	CA
6356440-04	XYZ Company	Submitted	PAL	3	13611 JURUPA AVE	FO
6358483-04	XYZ Company	Submitted	PAL	1	1030 S MAPLE AVE	MO
6358483-04	XYZ Company	Submitted	PAL	3	3440 52ND AVE	SA
6358483-04	XYZ Company	Submitted	PAL	4	2340 INDUSTRIAL PKWY W	HA
6358483-04	XYZ Company	Submitted	PAL	5	9850 OLSON DR	SA
6358483-04	XYZ Company	Submitted	PAL	7	2231 S WILLOW AVE	BL
6358483-04	XYZ Company	Submitted	PAL	8	700 MAULHARDT AVE	OX
6358483-04	XYZ Company	Submitted	PAL	10	3747 GILMORE AVE	BA
6358483-04	XYZ Company	Submitted	PAL	11	2323 PARK AVE	CH
6358483-04	XYZ Company	Submitted	PAL	12	2851 S CHESTNUT AVE	FR
6361150-03	Test Company	Bound	PAL	1	45000 PECHANGA PKWY	TE
6362185-03	Test Company	B	PAL	1	2000 W TURNER RD	LO
6362185-03	Test Company	B	PAL	2	1055 SANDHILL AVE	CA

360Value®

Address: Home Information

(2647 CHAMBERLAIN AVE MADISON WI 53796-3628)  
 (EQL) (Lat: 43.079637 Long: -08.429990) (Score: )

Quality Wizard

Single Family Detached

Tudor

Number of Stories: 2 Stories

Foundation Shape: 4-5 Corners - Square/Rectangle

Foundation Type: Basement 100 % Add Row

Percent of lowest level that is finished: %

Walk-out:

Exterior Wall Construction: Wood Framing 100 % Add Row

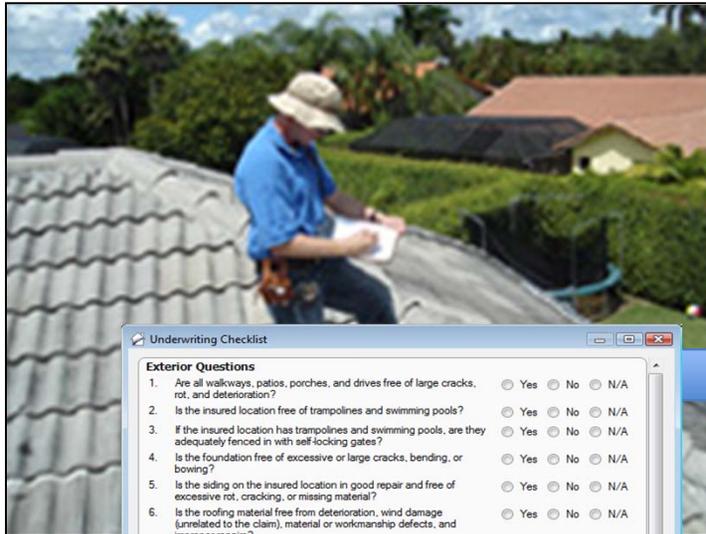
Exterior Wall Finish: Siding - Cedar (Clapboard) 90 %  
 Stone Veneer (Natural) 10 % Add Row

Coverings: Carpet 35 %  
 Tile - Vinyl/Rubber 15 %  
 Hardwood - Plank 50 % Add Row

- Is coverage sufficient?
  - If not, why?
  - Is loss settlement impacted?
  - Is homeowner satisfaction impacted?
- Verify property characteristics; revise if necessary.
- Update the replacement cost estimate.

# Claims: Support Underwriting During the Claims Process

Inform Underwriting of property aspects that may impact premium and risk:



**Underwriting Checklist**

**Exterior Questions**

1. Are all walkways, patios, porches, and drives free of large cracks, rot, and deterioration?  Yes  No  N/A
2. Is the insured location free of trampolines and swimming pools?  Yes  No  N/A
3. If the insured location has trampolines and swimming pools, are they adequately fenced in with self-locking gates?  Yes  No  N/A
4. Is the foundation free of excessive or large cracks, bending, or bowing?  Yes  No  N/A
5. Is the siding on the insured location in good repair and free of excessive rot, cracking, or missing material?  Yes  No  N/A
6. Is the roofing material free from deterioration, wind damage (unrelated to the claim), material or workmanship defects, and improper repairs?  Yes  No  N/A
7. Does the roof have a pitch equal to or greater than 3/12?  Yes  No  N/A
8. Are the roofing materials of acceptable quality (not tar and paper or tarpaper)?  Yes  No  N/A
9. Are all trees on the property well maintained and appear to be in good health?  Yes  No  N/A
10. Is the exterior of the home free of excessive debris and attractive nuisances (including excessive brush in areas prone to wildfires)?  Yes  No  N/A

**Interior Questions**

11. Are the interior surfaces free of cracks, visible water damage, and visible molds which are not related to the current claim?  Yes  No  N/A
12. Is the insured location free of excessive combustible material within three feet of furnaces, gas water heaters, fireplaces, or supplemental heating devices?  Yes  No  N/A
13. Is the insured location free of frayed or exposed electrical wires, DIY wiring, or overloaded electrical outlets?  Yes  No  N/A
14. If the insured location is in an Earthquake prone area, is the insured location equipped with earthquake preventative devices such as water heater strapping?  Yes  No  N/A

**Other**

15. Is the insured location free of vicious dogs (per underwriting guidelines) or dangerous exotic pets?  Yes  No  N/A
16. If the policy is a homeowners policy, is the home free of a home based business which has customer traffic (such as daycare)?  Yes  No  N/A
17. If the policy is a homeowners policy, is the home occupied by the Named Insured?  Yes  No  N/A
18. If the claim is a large loss, do the structure and/or APS limits appear to be in line with the replacement cost valuation of the insured location?  Yes  No  N/A
19. Is the insured location free of other miscellaneous hazardous releases?  Yes  No  N/A

Save Cancel Help

- Is there a **pool, trampoline, or other hazardous structure**?
- Did the homeowner add an **addition or garage**?
- Is there an **unknown business** operating on site?
- Did a **new dog** join the family?
- Is the **property in disrepair**?

# Claims: Insuring to Value in a Claims Environment using Xactimate

- ▶ *Quickly and efficiently verify* property characteristics on site.
- ▶ Complete a *“valuation”* assignment in Xactimate.
- ▶ Consider completing an *“Underwriting Checklist”* to advise underwriters of risks, hazards, condition deficiencies.
- ▶ Helps *reduce Underwriting inspections.*



# Bridging the Gap Between Claims & Underwriting

360Value & Xactimate share the same building cost data.



The industry-standard property claims estimation tool

- Used by 80% of insurance repair contractors
- Used to write more than 60% of homeowner claims
- Used for remodeling & contents estimation

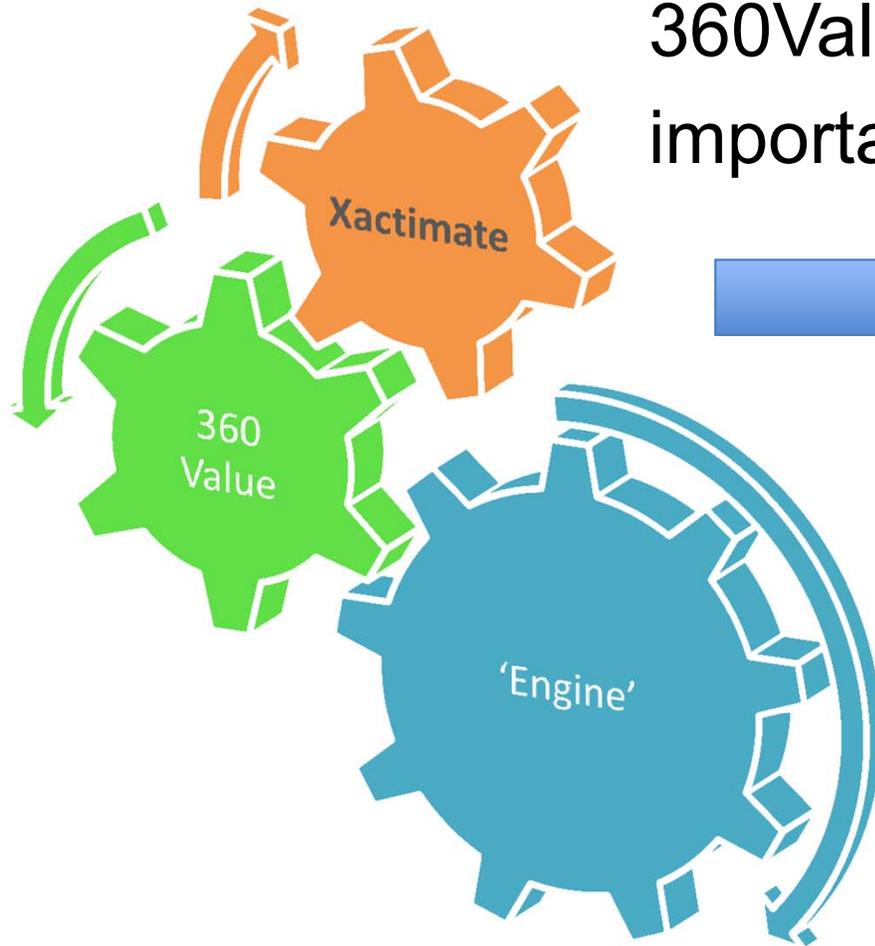
# 360Value<sup>®</sup>

- Used by 4 of the top 10 U.S. insurers
- Used to write approximately 40% of replacement cost estimates

***Estimating replacement costs in 360Value and claims losses in Xactimate will better align Underwriting with Claims and improve profitability.***

# Decision: Which Tool? Valuation or Estimate?

Choosing to determine ITV (via 360Value or Xactimate) is more important than choosing which tool:



- ▶ Why? *ITV is important*
- ▶ 360 Value & Xactimate *can both do the job*
- ▶ 360Value & Xactimate:
  - Share the *same pricing data*
  - Share the *same costing engine*
  - Share the *same valuation analytics*

# Claims: Valuation Tool in Xactimate

- Answer *a few questions* to generate a residential valuation
- *Save time* when creating an estimate for large loss
- *Generate a valuation* as an ITV tool in the claims process.

The screenshot displays the Xactimate Residential Valuation software interface. The main window is titled "2011-02-15-1446 - Xactimate Residential Valuation\*" and has a menu bar with "Valuation", "View", "Tools", "Window", "Language", and "Help". The main area is divided into tabs: "Overview", "Foundation", "Exterior", "Interior", "Systems", and "Results". The "Overview" tab is active, showing "Parameters" for "Owner Information", "Interview Information", and "Property Overview".

The "Owner Information" section includes fields for Name (Dan Smith), Address (123 Main St), City/State/Zip (Orem UT 84097-), and Country (USA). The "Interview Information" section includes fields for Interviewer (DAVE), Agent code, and Reference. The "Property Overview" section includes fields for Year (1970), Square feet of finished living area (2,500), Overall quality (Standard), Usage (Single Family Dw), Style (Ranch/Rambler), Stories (1 Story), and Site access (Average - No L).

The "Overall Quality Wizard" dialog box is open, showing a "Quality Wizard" section with the following questions and answers:

- Enter the year the home was built: 1970
- What is the total square footage of finished (heated) living area?: 2,500
- What is the shape of the Foundation?: 4-5 Corners - Square/Rectan
- What type of Roof Covering is most prevalent?: Composition - 3 Tab Shingle
- What type of Exterior Wall Finish is most prevalent?: Siding - Alum. or Metal
- In addition to Carpet, what other type of Floor Covering is most prevalent?: Hardwood - Plank
- What type of Countertop Material is used in the Kitchen?: Solid Surface
- What is the Average Ceiling Height (not including vaulted or 2 story ceilings?): 8
- How many of the following Interior Features exist:

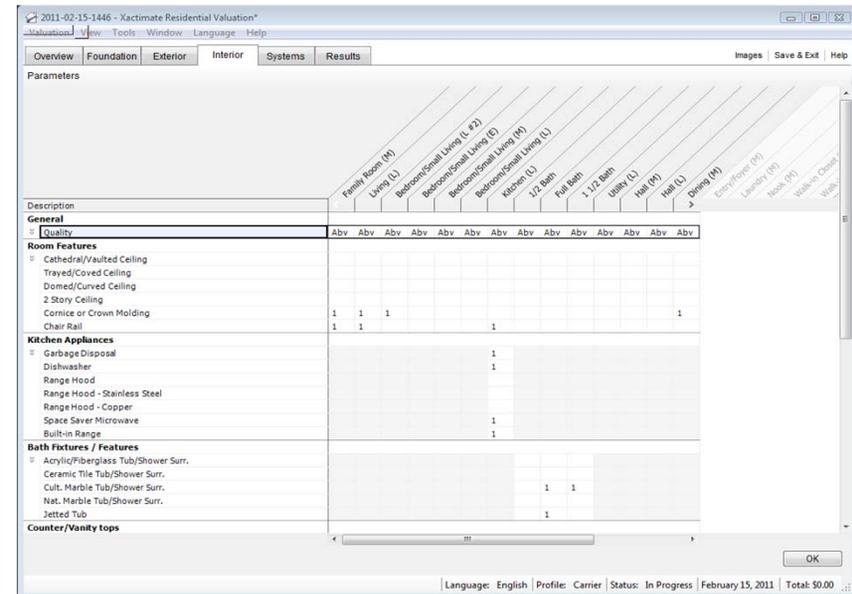
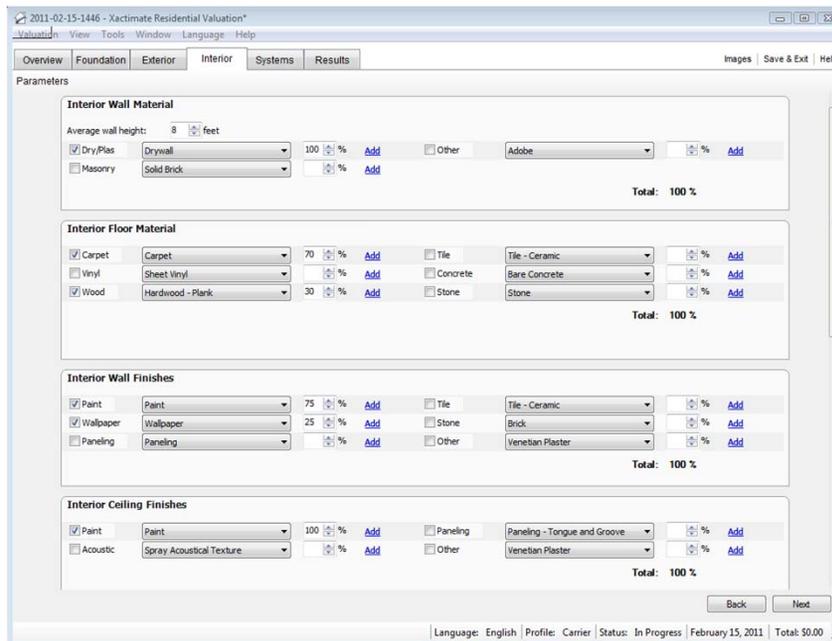
The "Interior Features" section includes:

- Masonry Fireplaces: 1
- Custom Masonry Fireplaces: 0
- Zero-clearance Fireplaces: 0
- Built-in Bookcases: 0
- Walk-in Closets: 2
- Ornate Staircases: 0
- Crown molding (enter # of rooms): 5
- Exposed Beams: 0
- 8' High Doors: 0
- Arch Top Doors: 0
- Transom Windows: 0
- Jetted Tubs: 1
- Central Vacuum Systems: 0

The "Suggested Overall Quality" is "Above Average". At the bottom, there are "Submit", "Cancel", and "Help" buttons. A note at the bottom reads: "Click Submit to use the calculated quality in the current valuation. Otherwise, click Cancel."

# Claims: Valuation Tool in Xactimate

*Be as granular as you want* regarding structure details (if they are known)



*A few minutes invested* in the valuation translates into a lot of *time saved later* adding line items to an estimate

# Xactimate Valuation Reports Add Value

## Valuation reports:

- ▶ Contain a wealth of information
- ▶ May be used as stand-alone documents
- ▶ May be used in conjunction with an estimate

**Valuation Report**

**Owner Information**  
Name: Dan Smith  
Street: 123 Main St  
City, State ZIP Code: Orem, UT 84097  
Country: USA  
Phone: (801) 555-5555  
Date Entered: 2/15/2011  
Date Calculated: 2/15/2011  
Pricing Area: TRAINING

**General Information**  
Number of Stories: 1 Story  
Sq. Feet: 2,500.08  
Cost per Finished Sq. Ft.: \$87.96

**Foundation**  
Foundation Shape: 4-S Corners - Square/Rectangle  
Foundation Basement Pct.: 0.00%  
Property Slope: None (0 - 15 degrees)

**Exterior**  
Roof Type: Gable  
Number of Dormers: 0  
Roof Material: 100% Composition - 3 Tab Shingle  
Wall Material: 100% Siding - Alum. or Metal

**Key Rooms**  
Kitchens: 1 - Large  
Bathrooms: 1 - 1.5 Bath, 1 - Full Bath, 1 - 1/2 Bath  
Bedrooms: 1 - Extra Large, 2 - Large, 1 - Medium

**User-Defined Features**  
Features: None

**Systems**  
Heating: 1 Forced Air Heating System  
Air Conditioning: 1 Central Air Conditioning

**Cost Breakdown**  
Foundation: \$32,885.77  
Windows: \$10,726.77  
Plumbing: \$9,500.00  
Interior Finish: \$5,000.00

**Detached (detached items are not included in the final estimated cost)**

**User-Defined Features**  
Features: None

**Additions**  
None

**Systems**  
Heating: 1 Forced Air Heating System  
Air Conditioning: 1 Central Air Conditioning  
Fireplace: 1 Masonry Fireplace

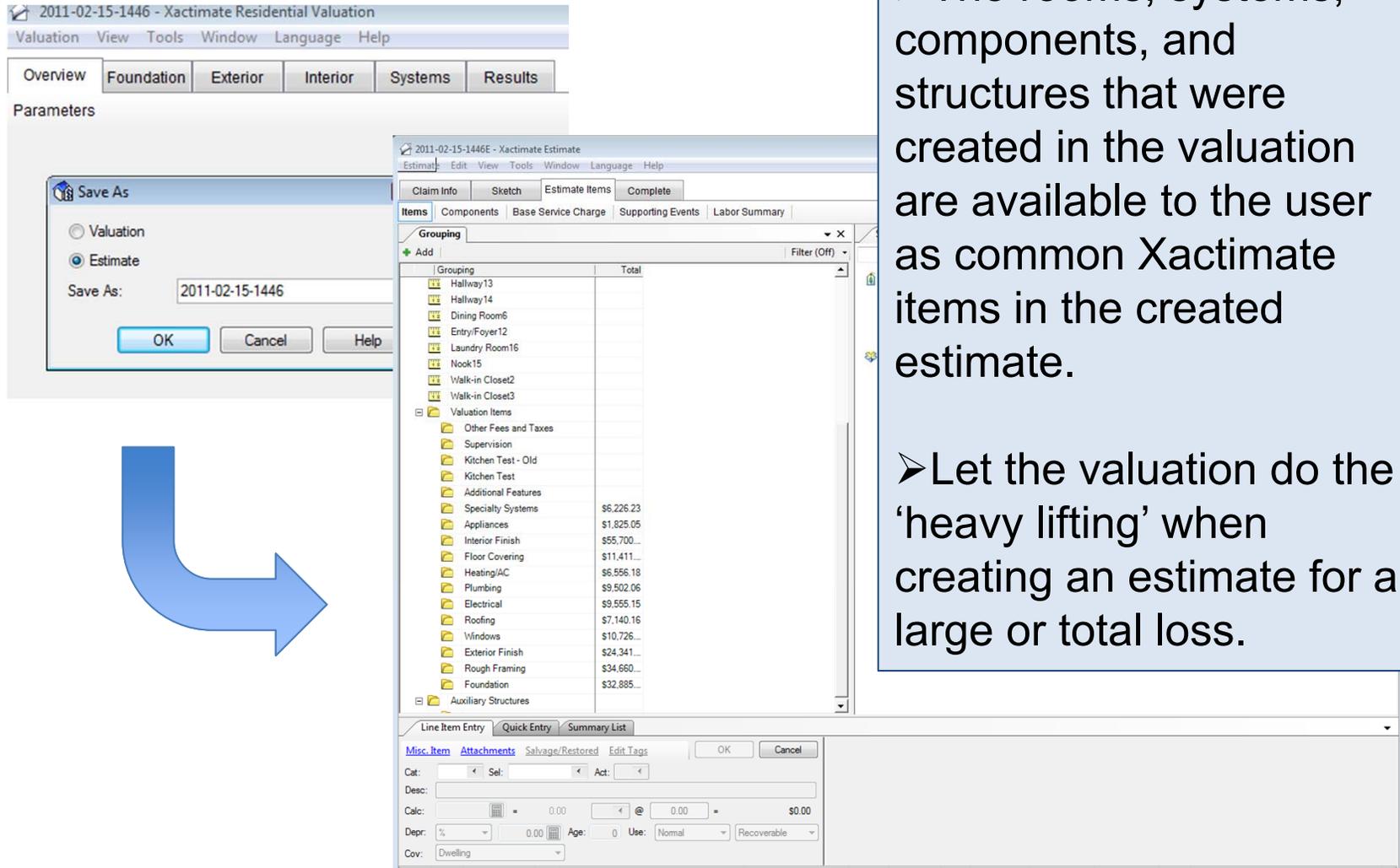
**Home Features**  
Interior Features: 3 Exterior Doors, 1 Sliding Patio Door, 34 Vinyl Horizontal Sliding Window (12 - 23 SF), 1 Vinyl Bay or Bow Window, 1 Skylight Medium (6.6 - 9.0 SF), 3 Vinyl Specialty Window Medium (12 - 23 SF)  
Additional Features: 1 Granite Chandelier, 1 Chandelier with Real Crystal, 2 Ceiling Fan  
Specialty: 1 Water Softener

**Rooms**  
Living - Medium (Above Grade Room)  
Room Features: 1 Cornice or Crown Molding, 1 Chair Rail  
Living - Large (Above Grade Room)  
Room Features: 1 Cornice or Crown Molding, 1 Chair Rail  
Bedroom - Small Living - Large (Above Grade Room)  
Room Features: 1 Cornice or Crown Molding, 1 Chair Rail  
Bedroom - Small Living - Extra Large (Above Grade Room)  
Room Features: 1 Cornice or Crown Molding, 1 Chair Rail  
Bedroom - Small Living - Medium (Above Grade Room)  
Room Features: 1 Cornice or Crown Molding, 1 Chair Rail  
Kitchen - Large (Above Grade Room)  
Appliances: 1 Garbage Disposal, 1 Dishwasher, 1 Space Saver Microwave, 1 Built-in Range  
Counters: 100% Solid Surface  
Cabinets/Features: 1 Peninsula Bar  
Room Features: 1 Chair Rail  
Bath - 1/2 Bath (Above Grade Room)  
Counters: 100% Solid Surface  
Bath - Full Bath (Above Grade Room)  
Counters: 100% Solid Surface  
Fixtures / Features: 1 Cull. Marble Tub/Shower Surr., 1 Jetted Tub  
Bath - 1.5 Bath (Above Grade Room)  
Counters: 100% Solid Surface  
Fixtures / Features: 1 Cull. Marble Tub/Shower Surr.  
Utility - Large (Above Grade Room)  
Half - Medium (Above Grade Room)

Policy Number: 123123123123

Residential Valuation - Page 4

# Xactimate: Create an Estimate from the Valuation



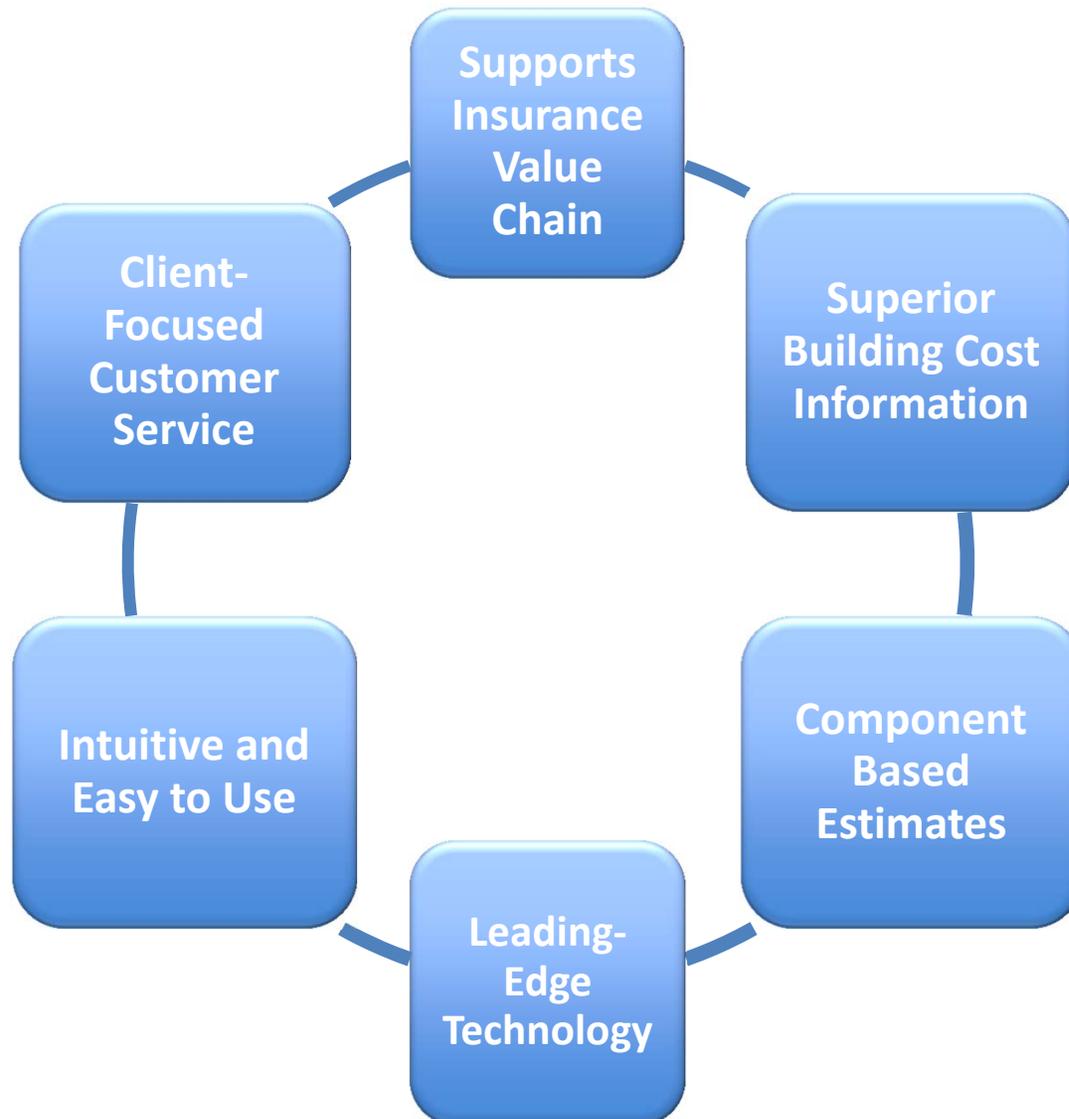
The screenshot displays the Xactimate software interface. The main window is titled "2011-02-15-1446 - Xactimate Residential Valuation" and shows a menu bar (Valuation, View, Tools, Window, Language, Help) and a tabbed interface with "Overview", "Foundation", "Exterior", "Interior", "Systems", and "Results". A "Parameters" section is visible below the tabs. A "Save As" dialog box is open, showing "Valuation" selected and "Estimate" selected. The "Save As:" field contains "2011-02-15-1446". Below the dialog, a large blue arrow points to the right. In the background, another window titled "2011-02-15-1446E - Xactimate Estimate" is open, showing a menu bar (Estimate, Edit, View, Tools, Window, Language, Help) and a tabbed interface (Claim Info, Sketch, Estimate Items, Complete). The "Estimate Items" tab is active, showing a list of items with columns for "Grouping" and "Total". The list includes items like Hallway13, Hallway14, Dining Room6, EntryFoyer12, Laundry Room16, Nook15, Walk-in Closet2, Walk-in Closet3, Valuation Items, Other Fees and Taxes, Supervision, Kitchen Test - Old, Kitchen Test, Additional Features, Specialty Systems, Appliances, Interior Finish, Floor Covering, Heating/AC, Plumbing, Electrical, Roofing, Windows, Exterior Finish, Rough Framing, Foundation, and Auxiliary Structures. At the bottom, a "Line Item Entry" window is open, showing fields for "Misc. Item", "Attachments", "Salvage/Restored", "Edit Tags", "Cat:", "Sel:", "Act:", "Desc:", "Calc:", "Depr:", "Age:", "Use:", and "Cov:". A large blue arrow points from the "Save As" dialog to the "Line Item Entry" window.

➤ The rooms, systems, components, and structures that were created in the valuation are available to the user as common Xactimate items in the created estimate.

➤ Let the valuation do the 'heavy lifting' when creating an estimate for a large or total loss.

# Summary:

## Insuring to Value with Xactware



# Questions & Discussion

