



Account Contract

Upon your request, 866 RECOVER will provide services required and selected by you to assist with water, smoke and fire related events. These services include

- Access to our Emergency response network 24 / 7 / 365
• Immediate response – On site within 2 to 4 hours with trained, uniformed staff equipped to begin necessary work
• Priority service over non 866 RECOVER accounts
• All pricing at industry standard, agreed upon at time of service
• Dedicated effort to return you to pre-loss condition as quickly as possible
• The complete range of 866 RECOVER services
 • Services may include:
 • Fire and Smoke Restoration
 • Water Damage Mitigation
 • Drying and Dehumidification
 • Document Drying and Recovery
 • Building Stabilization
 • Controlled Demolition
 • Safety and Compliance
 • Project Management and Consultation Services
 • Reconstruction Services with Large-loss Capabilities
• All work completed in accordance with Federal, state and local regulations

We commit to providing the service above: \_\_\_\_\_

Local 866 RECOVER Representative

An independent business licensed to serve you by ServiceMaster Clean.

I would like to become an 866 RECOVER account: \_\_\_\_\_

Company Name (please print)

Address (please print)

Signature

City, State, Zip (please print)

Signed Date

[ ] Yes, I would like to receive program information, news and tips from 866 RECOVER electronically.



ACCOUNT INFORMATION

Company \_\_\_\_\_

Alias Account Names \_\_\_\_\_

Contact \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Phone \_\_\_\_\_ Fax \_\_\_\_\_

Email \_\_\_\_\_

Website \_\_\_\_\_

Commercial Certification Level Required to Work on this Account (1, 2 or 3) \_\_\_\_\_

REFERRING FRANCHISE INFORMATION

DR Franchise       BS Franchise      Enterprise # \_\_\_\_\_

Company \_\_\_\_\_ License # \_\_\_\_\_

Contact \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Phone \_\_\_\_\_

Email \_\_\_\_\_

Text Message Addresses (i.e. 9012884356@pix.att.com) This text message address will be used to notify you of any losses that were dispatched for this account that are outside your area.

I'd like to be called FIRST before any loss is dispatched for this account. This will allow you to serve the customer if it's a large loss outside your area. The call center agent will tell you what the loss is and if you are unable to serve it, they will simply dispatch it to the commercially-certified QRV in the area.

Attach a list of all locations for this account to be served. You will need to indicate on this list which locations your business should be pre-assigned to, and if you have multiple licenses, which license number should be pre-assigned for each location. All other locations will be in the normal call center rotation for dispatching losses. If you are pre-assigning yourself, you are stating that you will serve this account every time, regardless of whether it is a \$500 or \$500,000 loss. The first time you don't serve a particular location you are pre-assigned to for this account you will lose the pre-assignment for that location.

### ADDITIONAL ACCOUNT LOCATIONS

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Phone \_\_\_\_\_

Pre- Assign to

Company \_\_\_\_\_ License # \_\_\_\_\_

Contact \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Phone \_\_\_\_\_

Email \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Phone \_\_\_\_\_

Pre- Assign to

Company \_\_\_\_\_ License # \_\_\_\_\_

Contact \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Phone \_\_\_\_\_

Email \_\_\_\_\_