
2016 Limited Assignment Menu of Services

The Limited Assignment Menu of Services applies where a client requests the performance of specific, commonly performed professional services and requests that the work be performed and charged in accordance with this Limited Assignment Menu of Services (“the Menu”). The Menu lists tasks which are billed at standard fixed fees.

STATEMENTS – Casualty, WC and/or Property related

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| Initial Recorded Statement in person Insured, Claimant or Witness | \$270.00 |
| Additional or Supplemental Recorded Statements at Same Location | \$114.00 |
| Initial Signed Statement in person Insured, Claimant or Witness | \$297.00 |
| Additional or Supplemental Signed Statements at Same Location | \$192.00 |
| Inside or Telephonic Recorded Statement with Insured, Claimant or Witness | \$162.00 |

NEGOTIATIONS

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| First Negotiation Meeting in person with Attorney, Insured or Claimant | \$270.00 |
| Recorded Statement Obtained During Negotiation Meeting | \$162.00 |
| Signed Statement Obtained During Negotiation Meeting | \$200.00 |
| Subsequent Negotiation Meeting in person with Attorney, Insured or Claimant | \$220.00 |

ON-SCENE SERVICES

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| Scene Investigation (Includes 2 photos) | \$243.00 |
| Canvass for Witnesses at Scene in Addition to Scene Investigation ¹ | \$108.00 |
| Activity Check or Canvass for Witnesses (Includes 2 photos) | \$275.00 |
| Coordination of Surveillance (See General Conditions) | \$162.00 |
| Owners Landlord/Tenant Check (See General Conditions) | \$221.00 |
| Alive and Well Check | \$275.00 |

RECORDS RESEARCH/ACQUISITION (Excludes Cost of Documents)

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| Police, Fire, Theft, Autopsy or Lab Report | \$113.00 |
| Pleadings | \$113.00 |
| Review State Bureau Files | \$192.00 |
| Obtain Final Workers Comp Receipts | \$221.00 |
| Marriage, Birth or Death Certificate | \$113.00 |
| Attorney Meeting and Collect Information in person | \$220.00 |

OTHER ACTIVITIES

Time&Expense ²
Billing Method

Footnotes:

- 1 Follow-up/additional service must be requested at the time of assignment and able to be conducted in tandem with primary task.
- 2 “Other Activities” performed under this Menu, or non-included expenses (see below) , are billed in accordance with Sections II, III and IV of Crawford & Company’s Standard Billing Policies (U.S.) which describes the time and expense billing method.

GENERAL CONDITIONS FOR LIMITED ASSIGNMENT MENU:

- A surcharge of 10% of the scheduled fees will be added for losses occurring in Alaska and Hawaii, and for loss assignments handled from the following servicing office locations; California (Los Angeles, Oakland, San Francisco, San Jose), District of Columbia, Florida (Key West, Miami), Illinois (Chicago), Massachusetts (Boston), New York (New York City), Virginia (Fairfax)
- Menu of services is applicable to assignments of three or fewer tasks. Assignments of more than three tasks will be billed at time and expense at the customer's agreed rate. In the absence of an agreed rate, the assignment will be billed at Crawford & Company's published hourly rate.
- Menu of services does not apply to commercial auto losses requiring an on-scene investigation.
- Fee charged for a recorded statement includes a typed recorded statement summary. Transcriptions are not included.
- Fee charged includes a brief narrative report summarizing the requested limited assignment items. Reporting on additional items will be billed in accordance with Sections II, III and IV of Crawford & Company's Standard Billing Policy (US), or at time and expense.
- Fee will have been earned after two (2) unsuccessful attempts have been made to complete an assigned task but for reasons outside of adjuster's control (broken appointments, etc.) task is incomplete. Fee is earned in full if the assignment is canceled after one attempt.
- Fees do not include out-of-pocket expense or professional expenses incurred by the handling adjuster or assigned office. These expenses include, but are not limited to, charges for mileage/drive time other than that specifically included, commercial photographs, independent engineering reports, independent medical exams, court reporters, accountants, architects or other professional services, medical reports, police reports or other outside investigation reports, copies of official documents, subpoena services and or trial and hearing appearances, or tolls or other incidental costs.
- Claimant activity checks include two photographs, contact with at least two neighbors, a report setting forth the description of the claimant's resident and its overall general condition as well as the results of contacts with the claimant's neighbors.
- Surveillance coordination activities will be based upon a stated budget amount set forth in written specifications to Crawford of the activities to be performed within said budget. The Private Investigator's report and invoice for services will be sent to the Client with a copy to Crawford & Company.
- If requested, Crawford will assess the relationship between the Claimant and the landlord of the building where the Claimant leases, and if warranted, review the Claimant's lease to determine the obligations of the lessor and lessee and any other pertinent contracts between the landlord and vendors that would provide services relative to the upkeep of the property, including, but not limited to, maintenance and snow removal services.
- If referral to another branch is required, originating branch will contact Client for authorization. Crawford will submit an invoice to Client setting forth the limited assignment task services completed and the fees charged plus any out-of-pocket expense, the standard office expense charge, allowable driving time and mileage. Such invoice will show the prevailing hourly rate that was used to calculate the fees charged.
- All fees are exclusive of applicable taxes.
- Limited Task Assignments may be ordered by Client for any of the specified services.
- Unless otherwise limited or excluded, the stated fee is inclusive of all ancillary tasks required to perform the specified task; e.g. Scene Investigation includes time required for file set-up, drive time and mileage (within parameters) and a brief narrative report to the customer.
- Fees are inclusive of the standard administrative fee and routine postage, photocopy, and fax expenses. All other expenses, including special mailings and deliveries, shall be billed in accordance with Crawford's Standard Billing Policies (U.S.).