



DPI Investigator

December 2020



A Message from the President

We at DPI know that 2020 has been a challenging year for everyone – especially you, our customers. The insurance industry has not only had to deal with the challenges of doing business during the COVID-19 pandemic, but also with an unprecedented number of natural catastrophes.

We have and will continue to be here to assist you with your subrogation efforts during these trying times, because we know that subrogation does help your bottom line.

We have noticed a substantial increase in the cost of picking up and transporting evidence due to COVID-19. Some of you have put your evidence in a central location or warehouse or have it stored at your restoration service companies until you can economically follow through pursuing those claims. LET US HELP YOU! Contact our Customer Service Department. Because of our location, we can frequently make arrangements to get these items picked up and get started on your claims!

DPI will be closed from December 24th until January 4th when we will return ready to start the New Year. However, we will be monitoring telephone messages and emails during this time. If a pressing matter requires our assistance, do not hesitate to contact General Manager Davey Harness at 865.804.2712 or Vice Manager Lisa Temple at 865.806.9786.

On behalf of all of us at DPI, we wish you and yours a very Merry Christmas and a prosperous and Happy New Year!

Sincerely,

John VanZyll – Founder/Owner/President

Successful Subrogation Highlight\$

Evidence	Claim	Recovered	Inspection Charges
Stainless Steel Braided Line	\$61,676	\$55,000	\$442
Aquarium Light	\$44,000	\$30,800	\$1,350
Gas Valve	\$21,000	\$21,000	\$575
Toilet	\$20,000	\$16,000	\$1,215
Pedestal Fan	\$16,958	\$16,958	\$575

Pandemic Procedures

We have continued to work during the pandemic, taking all precautions to ensure the safety of our employees and you, our customers. Whether you attend a third party inspection at our facility, have us pick up a piece of evidence from an insured, or request an onsite inspection, you can be assured that we follow all COVID-19 protocols to ensure the safety of everyone. We also offer virtual third party inspections if that is your preference during this time. We hope that everyone stays safe and healthy!

Holiday Hours

Closed Thursday December 24 and reopen for business on Monday, January 4, 2021.





Class Action & Recall Alerts

Class Action

LG Refrigerator Class Action Settlement

This settlement covers those who bought one of several LG refrigerator models that were manufactured between January 1, 2014 and December 31, 2017.

Details can be found [here](#).

Recalls Alert

Important: CPSC Recall—Remedy Notice Due to COVID-19

Due to the extraordinary circumstances surrounding COVID-19, some of the remedies identified in recall press releases may not be available at this time. Consumers should check with recalling firms for further details.

It is important to remember that CPSC and recalling firms urge consumers not to use recalled products.

Crock-Pot 6-Quart Express Crock Multi-Cookers Recalled by Sunbeam Products Due to Burn Hazard [Recall details](#)



ADCO Recalls Candles Due to Fire and Burn Hazards; Sold Exclusively at Dollar Tree [Recall details](#)



Advantus Recalls Fluorescent Computer Task Lamps Due to Burn Hazard [Recall Details](#)



MWE Investments Recalls Westinghouse Portable Generators Due to Fire Hazard [Recall details](#)



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Check
Inspection
Status

