



# DPI Investigator

DECEMBER 2021



## A MESSAGE FROM THE PRESIDENT

COVID closed the doors of the world. DPI wants to help the insurance industry re-open the doors to successful subrogation!

With 30 years in the industry, we have the experience and database to conduct a cost-effective product failure analysis AND we can identify the manufacturer, making DPI your one stop shop!

It is our pleasure to share our expertise with you, and we look forward to serving you in 2022!

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

Sincerely,  
John VanZyll – Founder/Owner/President

## DPI HOSTS EXPLORERS GROUP!

DPI recently hosted the Explorers Group, a local civic organization, giving them a tour of our 44,000 sq. ft. facility and explaining the product failure analysis process. Let us know if you are in the area and would like a tour.



## KNOWLEDGE IS POWER!

Successful subrogation starts the minute a claim is filed. It is critical that your field adjusters and restoration vendors know what questions to ask before securing the evidence and getting it to DPI. Please visit our website at [www.dpi-inc.com](http://www.dpi-inc.com) to see brief, but informative, training videos on several common failed products, such as expansion tanks, supply lines and solenoid valves, to name a few.

We also offer FREE on-site training for your field adjusters and can even make arrangements to do training via Zoom if you have COVID concerns.

Proper training will help you achieve subrogation success!

## HOLIDAY HOURS

We will be closed from December 24<sup>th</sup> until January 3<sup>rd</sup> when we will return ready to start the New Year! If you need assistance during this time, please contact General Manager Davey Harness at 865/804-2712 or Vice Manager Lisa Temple at 865/806-9786, and they will be glad to assist you!

**We helped these clients find money – let us help YOU!**

### \$UCCESSFUL \$UBROGATION HIGHLIGHTS

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



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