



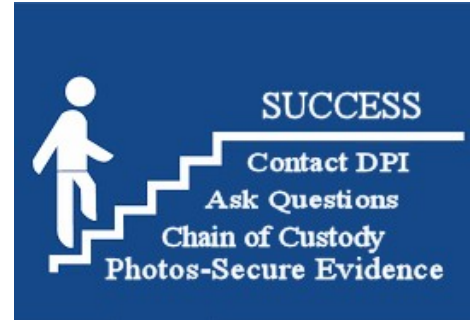
DPI Investigator

May 2022



Follow These Steps to Successful Subrogation

1. Take pictures! Photograph the evidence and its location at the time of pick-up. Take at least 3 photographs – left view, right view and front view.
2. Do not alter the condition of the evidence by removing parts or turning components. Do not bend the evidence or its components. These actions could result in spoliation of the evidence.
3. Secure all of the components of the evidence and properly package them to prevent any additional damage. Be sure to secure any loose components to prevent a loss or damage.
4. Properly tag the evidence with information that identifies the location where the evidence was picked up, the claim number, and the contact information for the insured.
5. Ask questions! Take a statement from the insured and get all circumstances regarding the loss, such as the time of the loss, date the evidence was purchased, where it was purchased, date of installation, who did the installation, whether there had been recent repairs done and who did the repairs. If invoices are available, photograph them.
6. Identify and obtain contact information for the person who removed the evidence from its original location.
7. Contact DPI at 800-865-6220 if you need further assistance regarding the proper retrieval and handling of evidence. Please also visit our website at www.dpi-inc.com for additional information, including several short videos on handling different products that commonly fail.



FOLLOWING THESE STEPS LEADS TO SUCCESS!

A customer sent in a faucet and supply line with a claim value listed as \$300,000.00+. With DPI's help, that customer recovered \$463,035.62!!

No one in the industry can match DPI's inventory of over 2,500 supply lines. And no one in the industry can match our experience – DPI has conducted over 13,000 supply line inspections.

We want to help you be our next success story!

SUCCESSFUL SUBROGATION HIGHLIGHTS

Evidence	Claim	Recovered	Inspection Charges
Water Heater	\$700,000	\$700,000	\$4,419
Galvanized Fittings	\$54,145	\$50,145	\$560
Dishwasher	\$49,879	\$19,951	\$1,255
Toilet	\$37,000	\$36,500	\$1,322
Microwave	\$35,564	\$29,656	\$1,915



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