



DPI Investigator

August 2023



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 This Course Leads to Success!

It's August, which means it's back-to-school time, and let's also get back to SUCCESSFUL SUBROGATION! When reviewing recent claims we received, we've noted several of the dates of loss were months old. If there is anything we can do to help expedite the process for you, please call our Customer Service Department at 865.482.8480

Also, we have added several new adjusters to our database. If you are new to the subrogation industry, please visit our website where you will find several short training videos which you will find useful.

SUCCESSFUL SUBROGATION HIGHLIGHTS			
Evidence	Claim	Recovered	Inspection Charges
Sump Pump	\$44,672	\$18,000	\$1,637
Microwave	\$35,564	\$29,656	\$1,915
Copper Pipe	\$32,427	\$27,500	\$849
Drain Hose	\$15,514	\$9,339	\$465
Poly Pipe	\$4,621	\$3,466	\$615



An example of one of our many exemplar collections.



1059 E. Tri-County Blvd. | Oliver Springs, TN 37840

Phone: (800) 865-6220 | Fax: (865) 482-8477 | www.dpi-inc.com

