



Service Changes

Fire and electrical claims can be very complex and require a considerable amount of time to not only identify the failure, but also a considerable amount of time to properly identify the manufacturer or distributor.

Based on that, effective November 1, 2023, all future fire and electrical claims will only be accepted for a Level II or Level III inspection.

- Level III inspections are recommended for water and fire claim values of \$30,000 or more.
- Level II inspections are recommended for water and fire claim values of \$15,000 to \$30,000.
- Level I inspections are recommended for water claim values of \$1,500 to \$15,000. Small claims can have high potential for recovery.

When submitting a claim, any additional information such as on-site photos, receipts, etc., will be helpful in our failure analysis and identification process. Additional information is not required to pursue subrogation.

Additionally, in an effort to minimize the confusion regarding product manufacturer/distributor identification, an ID Only Report claim form has been created for claims where only the manufacturer/distributor needs to be identified. No failure analysis inspection is performed. All Level I, Level II, and Level III inspections, where possible, include manufacturer/distributor identification. If at anytime during the inspection process the manufacturer/distributor cannot be identified, the claim will be forwarded to our research department for assistance, and additional research hours will be requested.

Updated DPI claim forms reflecting these changes can be found [here](#).

Please contact our customer service department at 800.865.6220 or customerservice@dpi-inc.com for assistance or additional information.