*[Insert Contractor standard greeting message]*

Good Day [Customer Name]

I understand that you have had an event at your house/ business/property. I am sorry we have to meet under these circumstances, but our business specializes in helping people in your exact situation.

Before I can respond to your property, I need to make sure I get the right people and the right equipment heading to your location. For me to help you I am going to send you a text message with a link that you can click on. I will get you to take some photos and videos of the damages so that I can understand the situation for our teams.

Once I understand what you are dealing with we can get people moving to you. What rooms were impacted by the loss?

*Alright I am sending the text message. Put me on speaker phone and check your text messages.*
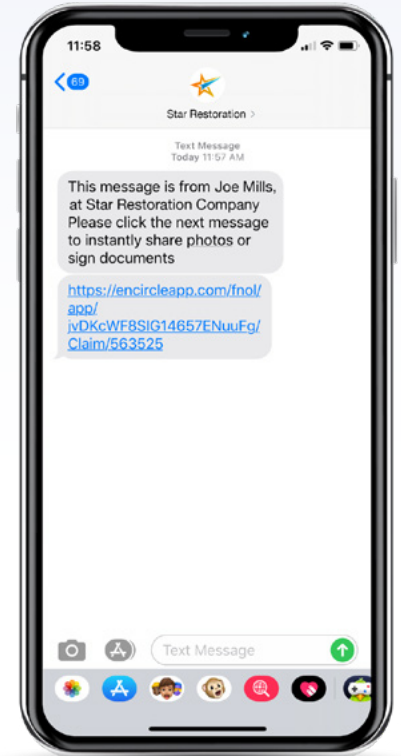
[Pause until response from insured]

Please click on that link and let me know when you see the Policyholder Photos and Videos. You can click on the camera or gallery to upload photos. I'd like you to start taking photos left to right at eye-level of the damaged area.
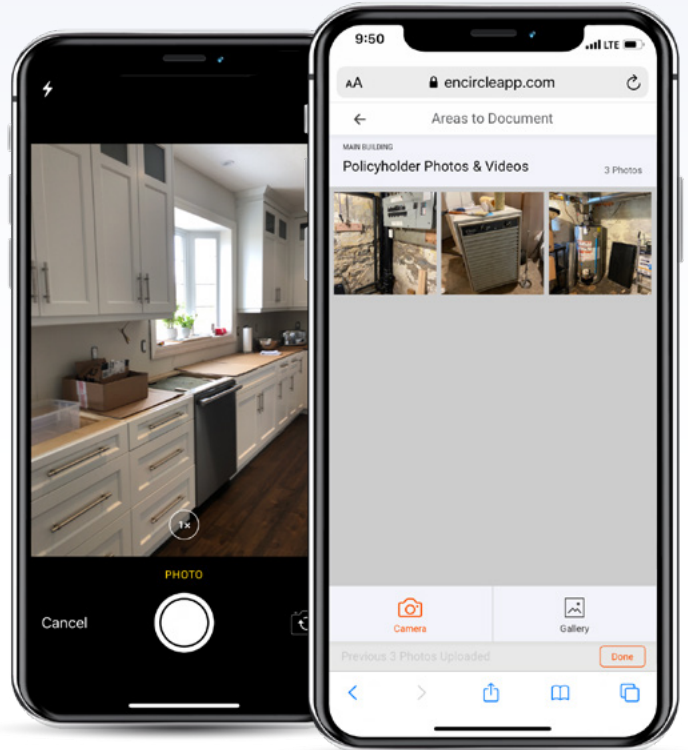
Perfect, those photos are starting to come into me in real time, so I am going to ask you a few questions as you continue to do this.
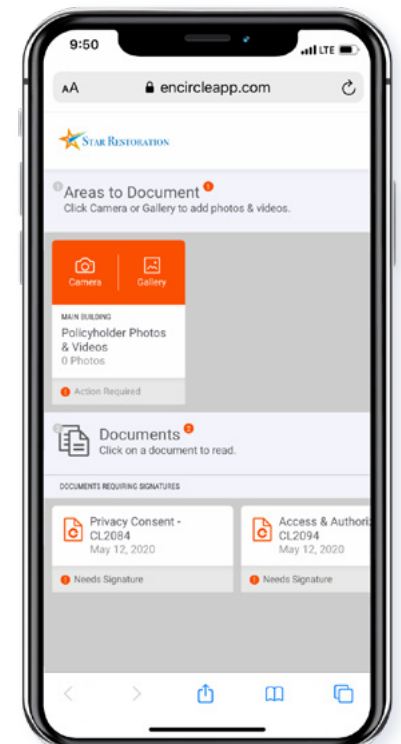
*[Pause until you receive photos]*

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[Customer Name], this is very helpful, I have the information I need to make sure we get the right people and the right equipment on the job.

For us to get started we need to get your permission to work on the property and we call this our work authorization/contract. If you look at the bottom of the screen you will see it there. We are currently prioritizing our jobs by signed authorizations that will get the team dispatched to your property. Take a moment to read over the agreement and if you are agreeable to it. When you sign it, we will be notified and have a team dispatched to your property.

If you need any questions answered please do not hesitate to call me back and I can answer.

[Pause for questions or confirmation on signed authorization]
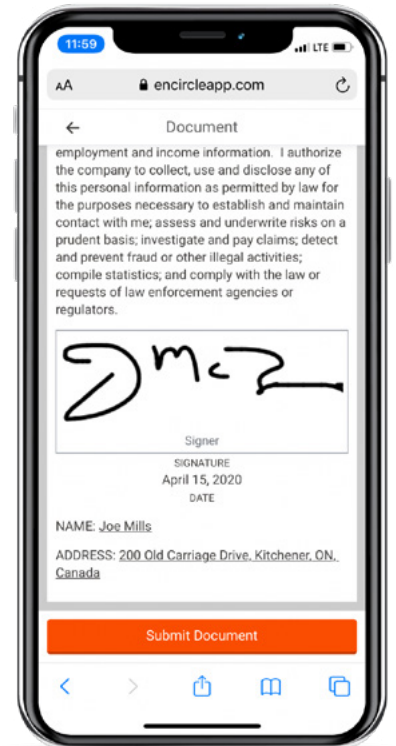
[Insert standard "next step or response plan" message (ex. Jake is going to be at your house in the next 45 mins)]

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