



*Professional Service. Peace of Mind.*

**Media Kit  
2009**

239 Co. Rd. 30  
Florence, AL 35634  
(256) 740-5646 Phone  
(256) 740-0191 Fax  
[www.AcclaimRestoration.com](http://www.AcclaimRestoration.com)

# *Company Information*

Acclaim Restoration is a general construction firm based in Florence, Alabama. We were incorporated in 2001, and our professional staff has more than 75 years of experience in the construction industry. We began our business specializing in insurance repair and have since expanded to include commercial roof maintenance and installation.

Our specialty is insurance repair – getting someone’s home or business back to the way it should be after an accident or natural disaster. We repair all types of insurance claims – water, fire and storm damage. We also work with any size claim.

As our business has grown over the last nine years, we have expanded our specialization from just insurance repair to include commercial roof maintenance and installation. In an attempt to serve our clients thoroughly, we offer many solutions to commercial roofing problems. We are certified installers of Mule Hide products as well as coatings, EPDM and TPO roofing systems. We are a Master Contractor of Duro-Last roofing too. We can work on virtually any flat or low slope commercial roof.

Properly licensed, bonded and insured, we are members in good standing with the Better Business Bureau of North Alabama, Alabama Home Builders Association and the National Federation of Independent Business. We are trained to use the latest estimating software and technology, allowing us to process estimates quickly and assure you of accurate and fair pricing.



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# *The Acclaim Restoration Difference*

We aren't your typical contractor. We are here to help people. We pride ourselves on integrity, honesty, hard work and exceptional customer service. We take these things seriously. We believe in them. We live them.

Acclaim Restoration puts helping our clients first. We think people should have someone they can trust to call when a disaster happens. Often we work with people during an extreme hardship - when their home or business has been destroyed - at a time when they most need someone watching out for them. And that's exactly what we do. We make it our mission to go above and beyond to take care of ever clients' needs.

We value our clients' time, and we work to get their home or business back to normal in the quickest, most convenient way possible. Giving them....

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# Staff



From Left, Ed Roberson, Rick Corum, Harold Gray, Dee James, Todd Pierce, Burt Griggs, not pictured Stephanie Brewer

## **Rick Corum**

Owner  
Rick@AcclaimRestoration.com

## **Ed Roberson**

Warehouse Manager  
Ed.Roberson@AcclaimRestoration.com

## **Burt Griggs**

President/Commercial Roofing Specialist  
Burt@AcclaimRestoration.com

## **Dee James**

Marketing Director  
Dee.James@AcclaimRestoration.com

## **Todd Pierce**

Project Manager  
Todd.Pierce@AcclaimRestoration.com

## **Stephanie Brewer**

Office Manager  
Stephanie.Brewer@AcclaimRestoration.com

## **Harold Gray**

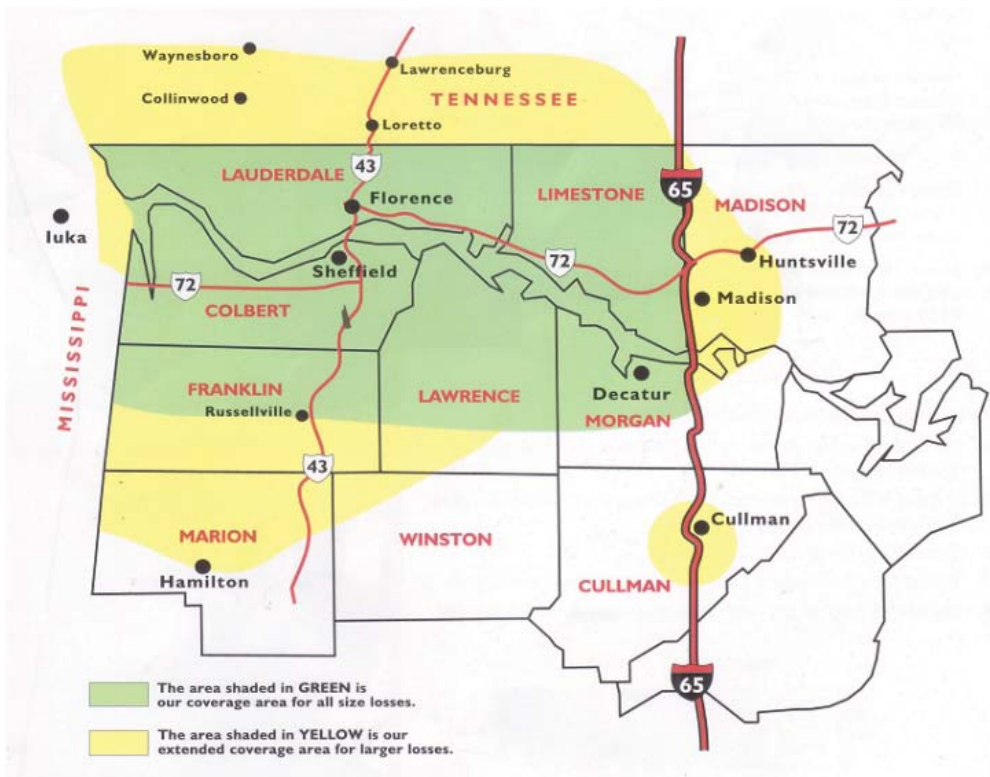
Construction Manager  
Harold.Gray@AcclaimRestoration.com



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# Location & Coverage Area

Located in Florence, Alabama, we serve all of North Alabama and South Central Tennessee.



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# *Company Mission*

We want to make our clients' lives easier while giving them the repairs they need. We help them through the entire insurance claim process - from emergency cover ups to paperwork and dealing with mortgage companies all the way through job completion. We also use the latest technology and software to ensure you accurate and fair pricing.



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# *Accreditation*

Our professional staff has 75 years of combined experience. We are licensed, bonded and insured. We are also members in good standing with the Better Business Bureau of North Alabama, Alabama Home Builders Association and the National Federation of Independent Business.



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# Frequently Asked Questions

**Q:** I have had damage to my property. What should I do first?

**A:** You can call us immediately after you have had damage to your property. We can help you with every step of the process, including emergency cover up to protect your property if needed. We work closely with your insurance company to give you the best customer service possible.

**Q:** Do I need an emergency cover up?

**A:** All insurance policies ask that you protect the damages to keep the losses to a minimum. For example, if you have had a fire, it is important to make the remaining portion of the dwelling secure to prevent liability in the event someone is injured. Acclaim Restoration can work with you immediately during an emergency to help protect you and your belongings.

**Q:** Once I have suffered a property loss, am I required to use the contractor my insurance company recommends?

**A:** No. Because it is your property you have the right to use the contractor of choice for the repairs/restoration.

**Q:** Do I have to pay a deductible?

**A:** Yes. Any insurance policy has a deductible which is your portion of any property loss. The amount of your deductible is defined in your policy and was set by you and your insurance company when you bought the policy.

**Q:** What is the difference between actual cash value (ACV) and replacement cost value (RCV)?

**A:** Replacement cost coverage provides for a damaged item to be replaced for what it costs today, at a fair market price of like kind and quality, regardless of when it was purchased.

Actual cash value provides for the compensation of the balance of the life expectancy of a damaged item. Your insurance company owes for only the unused portion of the balance of its life.



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**Q:** Who are the insurance adjusters?

**A:** There are three different kinds of insurance adjusters. The first is the company adjuster, who is the representative of your insurance company. The second is the independent adjuster. This adjuster is contracted by your insurance company to resolve the loss. The third type of adjuster is the public adjuster. A public adjuster assists you with inventories and estimates. Their payment is not covered by the insurance company, so make sure that if you sign with them you are willing to pay for their services.

**Q:** What is covered on my policy?

**A:** Insurance coverage usually covers the damages resulting from an accidental and sudden event. If you are not certain what damages are covered, then please contact your insurance company. They will know for sure.

**Q:** How do we get started?

**A:** Once you call Acclaim Restoration we will immediately begin working with you to get your home or business back to normal in the quickest, most convenient way possible. Acclaim Restoration will send a specialized project manager to walk the job with you to assess damages before any work begins. Then we will make all necessary repairs according to the agreed upon scope of work.

**Q:** What do I need to do about mortgage company endorsements?

**A:** As a free service to you, Acclaim Restoration will work with you and your mortgage company to schedule inspections, affidavits, and all other necessary documents required by them.

**Q:** What is a supplement?

**A:** Damages caused by the same claim and covered by your insurance policy, but that were not discovered during the initial estimation process is called a supplement. We will work with your adjuster to determine the additional damages that are covered and paid for by your insurance company.



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# *Insurance Repair*



- Water Damage, Storm Damage, Fire Damage
- Residential and Commercial Claims
  - Emergency Coverups
  - Exceptional Customer Service
    - Quality Work
  - Latest Software and Technology
  - Licensed, Bonded and Insured
- Members in Good Standing of BBB, NFIB and HBAA



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# Commercial Roofing



- Commercial Roof Maintenance and Installation
- Restoration of Indoor Damage Due to Roof Leaks
- Moisture Testing of Roof Insulation
  - Wind Lift Tests on Roofs
  - Fast and Hassle Free Jobs
- Master Contractor of Duro-Last Roofing
- Certified Installers of Built-Up, EPDM and TPO Roofing Systems
- Certified Installers of Coatings



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# Testimonials

*“Throughout the entire project, we worked with approximately eleven different contracting companies. Of the eleven, Acclaim Restoration was the only company that was proactive in assisting us with possible problems during our construction project.*

*The employees and project manager for Acclaim Restoration were focused on our project and proved to us that their workmanship and quality was greater than our expectations.*

*As a direct result of the commitment of everyone at Acclaim Restoration, our projects were completed ahead of schedule and within the budget. This is the only contractor that was able to maintain their costs within the budget and complete their projects on time.*

*We were well pleased with the work performed by Acclaim Restoration.”*

-Brandon Strait, Corporate Administrator, Cockburn Enterprises

*“All work has been satisfactorily completed and Acclaim Restoration will be given full consideration by us for future general construction projects.”*

-Bradley Griggs, Administrative Pastor, Lindsay Lane Baptist Church

*“We were very pleased with the work performed for us by Acclaim Restoration.”*

-Mike Wesson, Owner, Servpro of the Quad Cities

*“[Acclaim Restoration] has earned the prestigious ‘Master Roofing Contractor Award’ for the year 2007. This award represents [their] commitment to quality and dedication to detail conscious workmanship.”*

-Thomas G. Hollingsworth, President, Duro-Last Roofing Inc.



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# Website

Visit our Website For More Information,  
Including:

- About Acclaim Restoration
  - Insurance Repair
  - Commercial Roofing
    - News
    - Testimonials
- Frequently Asked Questions
  - Employment
  - Community Calendar

[www.AcclaimRestoration.com](http://www.AcclaimRestoration.com)



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# Community Calendar

Keep up with what's going on in the Shoals with our:



on  
[www.AcclaimRestoration.com](http://www.AcclaimRestoration.com)

- Check out all community events
- Submit your own events
- Get updated events every month by email



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# Contact Us



## Acclaim Restoration

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