



FOR IMMEDIATE RELEASE

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MT LAUREL, NJ – The Restoration Industry Association announced today the launch of two new peer reviewed industry position statements to empower restoration contractors dealing with challenges in the claims process.

“The RIA’s Advocacy and Government Affairs Committee, or AGA, continues to expand its efforts to empower RIA members by providing peer reviewed industry position statements to address challenging situations restorers are facing every day,” said Kristy Cohen, RIA CEO. “We’re pleased to release two new pricing statements that have been heavily vetted and reviewed by stakeholders from both the restoration and insurance sides of the equation.”

Pricing Position Statement #3 “Adjusters Dictating Restoration Charges” can be used when restorers encounter a situation where an adjuster is instructing them to remove an item from their invoice or change a price for a job that they did on a non-program project. The statement affirms that adjusters should not tell restorers how to bill on non-program jobs. A restorer is not required to comply with adjuster requests to change rates, delete billable items, or conform to standardized pricing unless the restorer is a party to a binding contract that creates a duty for the restorer to conform to certain billing guidelines.

Pricing Position Statement #4 “Denial of Charges for the ‘Cost of Doing Business’” can be used when restorers encounter a situation where insurance carriers refuse to pay restoration charges on grounds that they represent items that are the “cost of doing business.” The statement dispels the myth that a carrier can refuse to pay restoration charges on grounds that the charges represent “the cost of doing business,” unless the project was performed under a program that requires the restorer to comply with estimating guidelines. Denials and adjustments can only be made when they are part of an organized and methodical system and follow the written terms of the contract of insurance.

“The position statements are available to RIA members as a member benefit. We encourage all restoration contractors to join the RIA to gain access to valuable advocacy resources that can help them navigate these challenges,” Cohen said. “Membership with the RIA is now more affordable than ever with a special discounted rate of just \$25 per month for first time members. It’s a great time to join the movement.”

To learn more and join the RIA, visit www.restorationindustry.org.

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About the Restoration Industry Association (RIA)

The Restoration Industry Association (RIA) is the oldest and largest non-profit, professional trade association dedicated to providing leadership and promoting best practices through advocacy, standards & professional qualifications for the restoration industry.