

FOR IMMEDIATE RELEASE

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AFTERDISASTER® RECEIVES TOP INDUSTRY AWARD FOR CUSTOMER SERVICE

SAN ANTONIO, TX (July 15, 2017) - North Carolina based *AFTERDISASTER®* recently received the top customer service performance award from USAA, their *Soaring Eagle Award*. The award recognizes superior service, quality and commitment to partnership.

USAA provides a full range of insurance and financial products and services, seeking to be the provider of choice for the military community. Contractors approved by USAA must meet stringent criteria to participate in their service provider program, including financial strength, stability of the business, well-maintained facilities and equipment, adequate insurance coverage, and favorable background checks on employees.

AFTERDISASTER is a woman-owned small business and is a NC Certified Historically Underutilized Business (HUB). They specialize in the provision of emergency and restoration services for water, fire, smoke and mold damage victims in residential, commercial, institutional and governmental buildings. They service all markets in NC, southern VA, and northern SC from offices in Greensboro, Raleigh, Charlotte, Fayetteville, NC. They also provide catastrophic and large loss emergency services to commercial customers throughout the United States and the Caribbean from the Large Loss Division based in Fort Mill, SC.

USAA's awards to their top performers are based on Performance Objective Monitoring Scores, or "POMS" scores. POMS scores are a combination of the measurement of time and quality critical requirements, such as response time to the damage site, accuracy of the scope of damages, competitiveness and fairness of pricing, and most importantly, customer satisfaction.

AFTERDISASTER President, DeeAnna Burton, said "Since 2009, we have made stellar customer service our main objective. In consideration of the number of companies that were considered for this award, it is a monumental accomplishment for our company and we are delighted that we received it. This is the result of hard work, determination, and strict adherence to internal policies and procedures by our employees. We deeply appreciate their dedication."

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