

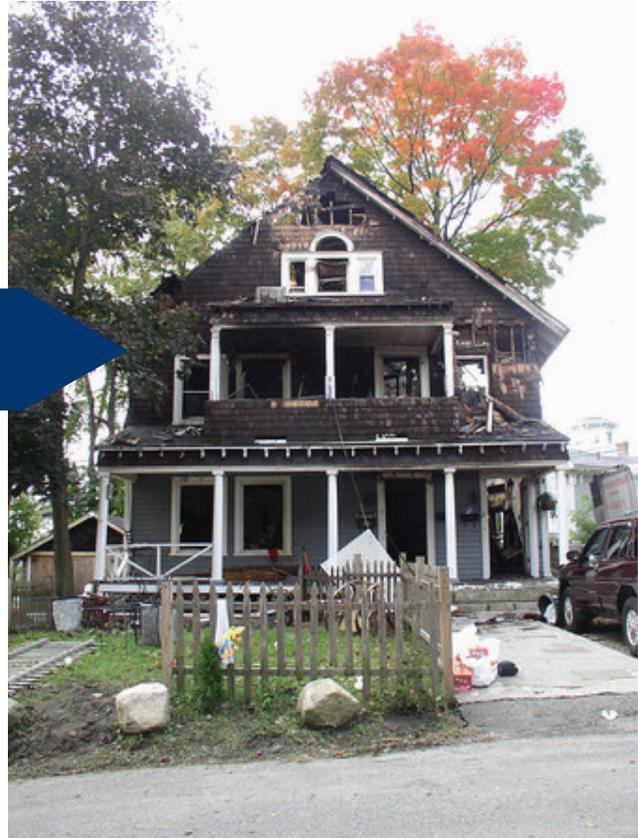
Case Study

HOME OF GALVIN FAMILY

A house fire is one of the most devastating experiences a family will ever go through – a reality the Galvin family of Framingham knows all too well. On the night of October 5, 2008, fire racked their home, destroying every single thing they owned. The house was so badly damaged that it had to be demolished.

before

Unfortunately, the Galvin's claim didn't just involve property damage. They and their children were displaced, and overnight lost everything they owned – including all of the photos, family heirlooms and other sentimentally valuable items that had been in their house. They were particularly sad to lose all of their musical instruments, as playing together had been an important pastime for the family.



SMW stepped in and immediately provided emotional support and assistance with finding a place to live, getting insurance money to pay for clothes to wear, for food to feed the kids and to replace all of the items they needed immediately – from school backpacks to rain boots. SMW's team immediately reviewed the Galvin's insurance policy, and then went in to make sure that the property was secured from further damage as the policy required. On the second day after being hired, an SMW team was in the house to go through every identifiable item, meticulously cataloguing everything to make sure the Galvins got the settlement they needed to replace their belongings.

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SMW then worked with the insurance company to explain that this instrument had particular value and that rug wasn't just any old rug, it was a valuable import. As the claim progressed, SMW worked with the insurer, managed vendors like the restoration company, provided communication for the homeowners and negotiated with the insurance company to make sure that the Galvin's home was rebuilt to exacting standards.

The results speak for themselves:



after



DAYLE SWERLING BURKE has more than 20 years of experience as a public adjuster and provides expertise in detailed documenting of post-loss personal property to ensure the best possible recovery for her clients.