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Press Release

IAS Claim Care Expands Communications Center to Serve Gustav Policyholders

Added personnel, Baton Rouge control center, and extended 7 day customer service to help Gustav policyholders

San Antonio, Texas IAS Claim Services is extending hours of operations and personnel at IAS ClaimCare to ensure rapid and compassionate service to Gustav-affected home and business owners in Louisiana and the Gulf Coast.

IAS ClaimCare is the control center for communications between insurers, adjusters and policyholders to handle hurricane Gustav claims located in San Antonio, Texas. ClaimCare personnel provide the first contact with policyholders from their insurance carriers to inform home and business owners how their claim will be handled, who their key contacts and adjusters are and what timing they can expect through various stages of the claim process. Beginning Tuesday, September 2nd, IAS ClaimCare will begin operating hours from 8 am to 8pm CST seven days a week. "Any insurer that is a client of IAS will be assured that their policyholders are getting the best possible care when it comes to getting in touch with them, explaining the claims process, setting appointments and maintaining communications until their claim is completely resolved. Since Katrina, we established IAS ClaimCare to ensure the most important aspect of the claims process – effective communications are performed with extraordinary care, compassion and expediency," said Larry B. Cochran, CEO of IAS.

In addition to the expansion of ClaimCare for Gustav, IAS will also relocate several of the company's Vice Presidents from Texas operations to the IAS office located in Baton Rouge, LA. "We will have our best people on ground zero from day one to make sure every claim we are assigned will be given the best possible attention to quality and speed" noted Cochran.

IAS is one of the nation's largest independent adjusting and insurance services firms. Established in 1984, IAS has offices and control centers in Texas, Oklahoma, Louisiana, Georgia and Florida. Through these control centers, IAS provides claim services throughout the eastern half of the US. IAS clients provide insurance to over 10 million homes and over 1 million automobiles in the United States.

For Release 9 a.m. EDT, September 1, 2008