

Pilot: Your Partner in Flood Claims

For over four decades, Pilot Catastrophe has been a leading force in flood claim management, trusted by both the National Flood Insurance Program (NFIP) and private insurers.

What sets us apart:

- **Unmatched Expertise:** With over 40 years of experience handling flood claims, Pilot has a proven track record you can trust. We've seen it all and know how to navigate the complexities of flood insurance claims efficiently.
- **Fairness & Compassion:** Our dedicated Flood Management Group is committed to ensuring a fair and accurate estimate for covered flood damages. We understand the emotional toll of a flood, and our team treats every case with empathy and respect.
- **Fast & Efficient Claims Processing:** Our innovative Claims Command software streamlines communication. This translates to faster claim closures and keeps all parties involved, informed and up-to-date throughout the process.
- **Leading-Edge Technology:** Pilot Catastrophe is dedicated to staying ahead of the curve. We provide our adjusters with cutting-edge tools like Settle Assist for Flood, Dispatch Manager and Claims Command, empowering adjusters with advanced technology and data analysis. This allows them to work more productively, leading to quicker and more accurate claim resolutions.



LEADING THE WAY IN FLOOD CLAIMS TECHNOLOGY

Claims Command: Revolutionizing Flood Claim Resolution

Streamline your flood claims with Pilot's innovative web-based software, Claims Command.

Effortless tracking: Real-time updates keep everyone informed.

Seamless integration: Works with your existing systems, saving time.

Actionable insights: Monitor performance and ensure smooth claims processing.

Enhanced communication: Clear collaboration eliminates delays.

Dispatch Manager

Pilot's tech suite streamlines flood claims:

Smart dispatch: Matches closest qualified adjusters to claims.

Real-time updates: Mobile app keeps everyone informed with push notifications.

Data-driven insights: Configurable dashboard tracks KPIs and assigns efficiency ratings.

Seamless integration: Works with Xactimate/XactAnalysis for smooth data flow.

Settle Assist for Flood: The All-in-One App for Faster, Smarter Flood Claims

Flood adjusters built Settle Assist for Flood to:

Simplify assessments: One-touch data entry and Xactimate integration for faster, more accurate estimates.

Stay compliant: Built-in NFIP guideline engine ensures claims meet necessary regulations.

Work smarter: Real-time photo management, speech-to-text, and reduced paperwork free up time for safe, efficient work.

Flood Services

- Field and desk adjusting all lines
- Residential
- Manufactured (Mobile) Home/Travel Trailer
- Small Commercial
- Large Commercial
- Condominium (RCBAP)
- 50 States and Puerto Rico
- On-site or Remote
- Flood Adjusting School with hands-on learning



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PILOT

THE PILOT PROMISE:

Our goal is to exceed expectations as we aim to set new industry standards, providing unparalleled support to your policyholders in times of distress by consistently delivering exceptional customer experiences.

ALWAYS ON.