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Mr. Steve Schnettler:  
Worldwide Fiberglass Estimating Systems

Dear Steve:

I have been reviewing and working with your programmer these past few months on your program to estimate fiberglass damage estimates. Working with the insurance industry in the area of marine damage claims is often an emotional roller coaster ride for the insured owner on a damaged boat. Boats are often one of the most expensive luxury items (toy) that consumers purchase. When one is damaged it often results in lost recreational time to the owner. Generally getting the boat to a repair facility and back on the water is the clients first and foremost concern.

Fiberglass repair is unlike other damage claims work in that the repair process is somewhat inconsistent throughout the industry. Take your boat to three shops and you will have a wide range of estimates. For the company adjuster that may or may not be familiar with marine craft, a simple to read yet concise report with photographic documentation and a standard estimate is what they need to complete their process. Having worked several hurricane catastrophe events for several major insurers, I can attest there is a myriad of surveyor's reports submitted to the carriers.

Congratulations to you and your staff. You have created a simple to use report format that contains the information needed by my client, the insurance company, so they may complete their claims work. While experience in the field is needed to adjust the final figures, your program certainly puts the information in the ballpark and in an easy to read report. The expansion of the photograph section gives the adjuster an up close look at what is described in the narrative. The report is professional looking and I would hope one day is a standard.

I look forward to continuing my use of the Worldwide Fiberglass Estimating program and am very comfortable offering my recommendation for your product.

Captain James D. Bush ACA  
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