Claims Are Down 24%. The Best Restorers Don’t Care.

Canonical Web Version: https://restorationintel.com/claims-down-24-best-restorers-dont-care/

Direct Answer: Claims are down nearly 24%. So why are some restoration shops having their best stretches while others wait for the phone to ring? That was the question on stage in Las Vegas, at The Experience, where Albi's Alex Duta sat down with restoration coach Nate Cisney — 20-plus years as an owner, exited via buyout, now.

Field Benchmark & Decision Matrix

Operational Stage	Field Focus in This Guide	Documentation Requirement	Verification Gate
1. The identity crisis	Claims are down nearly 24%. So why are some restoration shops having their best.	Timestamped photos, measurements & scope notes	Cross-check against primary standard prior to submission
2. Claims are down. Occurrences aren't	That was the question on stage in Las Vegas, at The Experience, where Albi's Alex.	Timestamped photos, measurements & scope notes	Cross-check against primary standard prior to submission
3. What actually kills you: cash flow	Cisney's diagnosis starts here, and he doesn't soften it:	Timestamped photos, measurements & scope notes	Cross-check against primary standard prior to submission
4. The playbook: sell it, finance it, own	“It's an identity crisis that our industry is going through. We have for the longest.	Timestamped photos, measurements & scope notes	Cross-check against primary standard prior to submission

Practitioner Operational Takeaways

• Confirm scope boundaries and loss classification for: Claims Are Down 24%. The Best Restorers Don’t Care.

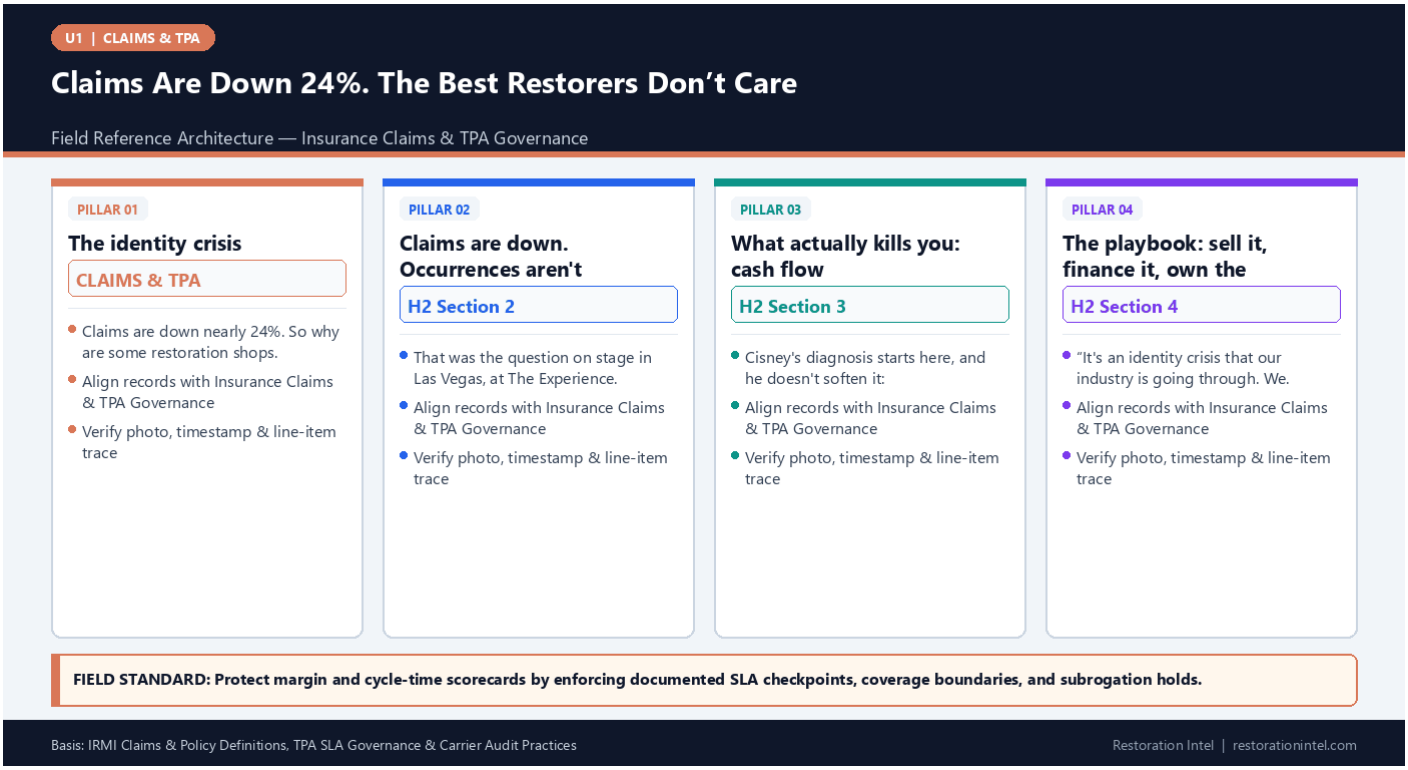
• Capture timestamped field photos, measurements, and serial/assembly notes before mobilization or tear-out.

• Tie every line item or operational recommendation to primary references (IRMI Insurance Glossary, IRMI Insurance Glossary).

• Verify internal cross-links and preserve all customer intake/compliance forms intact on the canonical page.

• Export and attach the Print-First PDF field brief and verify the sibling Markdown twin (.md) resolves HTTP 200.

Visual Workflow & Benchmark Summary



Companion Endpoints & Verified Primary Sources

• **Markdown Twin (plain text):** https://restorationintel.com/claims-down-24-best-restorers-dont-care.md

• **IRMI Insurance Glossary: Replacement Cost Value (RCV):**
https://www.irmi.com/term/insurance-definitions/replacement-cost

• **IRMI Insurance Glossary: Actual Cash Value (ACV):**
https://www.irmi.com/term/insurance-definitions/actual-cash-value

• **IRMI Insurance Glossary: Subrogation:** https://www.irmi.com/term/insurance-definitions/subrogation