

Addendum 1

**Claims Adjuster Services**

RFP Question and Answers

Q. Must all adjuster services be provided at the City's downtown location?

A. Approximately 70% of the adjuster services must be provided at the 330-2<sup>nd</sup> Avenue South address for efficient handling of communication, scanning, and claims software access.

Back-up on coverage can be provided by a supervisor who will also have separate computer, phone, and software access on location as well.