

Participant Guide
Session 9: The Missing Piece

*Use this to engage more fully as you listen to this session. Pause the video.
Answer these questions as the session unfolds. Dig in.*

1. How do you think Insurance Agents view you, a restorer, now?

2. When you hear the word **crave** what does it make you think or feel? What is the significance of this word?

3. Who has on-site extension/representation during a loss and by whom? Who doesn't? List all the players present and absent.

4. Why does it matter that Insurance Agents have no on-site extension/representation during a loss?
