

# Preferred Priority: Frequently asked questions



## WHAT IS PREFERRED PRIORITY AND WHO ARE PGCS, ENGLE MARTIN AND BLUSKY?

Preferred Priority is an enhanced disaster recovery program designed exclusively for Preferred members. All components of Preferred Priority are member-friendly and designed to help you to get back to normal as quickly as possible. Members report their storm claims to PGCS, whose adjusters and supervisors are available to assist you throughout the claims process. Engle Martin adjusters will arrive onsite and perform rapid assessments of damage to your property. Along with PGCS, they work directly with the vendor/contractor of your choice throughout the claims process. BluSky is a one stop shop for your mitigation and restoration needs. They have the ability to deploy extensive resources for Preferred members. BluSky has a long history of getting Florida public entities back on their feet as soon as possible.



## WHAT IS THE PURPOSE OF THE PRE-WORK AUTHORIZATION LETTER FOR BLUSKY?

The signed letter allows BluSky to prioritize the staging and availability of resources like generators, portable buildings, etc. for Preferred members like you. The signed agreement gives your member organization priority status during a disaster allowing for a quicker response to your emergency needs.

## ARE THE SERVICES LISTED IN THE PRE-STORM PRIORITY WORK AUTHORIZATION FORM OFFERED AT NO ADDITIONAL CHARGE TO THE CITY?

There is no fee for BluSky. The services they provide are billed based on Xactimate cost estimates and are submitted and evaluated as a part of your property claim. There is always an application of deductible as part of your total loss that will be factored in when determining your net recovery. PGCS will work very closely with Engle Martin and BluSky throughout the process to clearly show the application of the deductible per location, your estimates of total loss and what your net recovery will be.

## ARE PREFERRED MEMBERS REQUIRED TO HAVE A PRE-STORM WORK AUTHORIZATION SIGNED BEFORE ENGAGING BLUSKY?

We encourage members to execute a Pre-Storm Work Authorization, but members are not required to engage BluSky. The signed authorization will help BluSky with the pre-storm planning and staging process. It allows BluSky to deploy resources and services where members like you need them.

## CAN PREFERRED PAY VENDORS LIKE BLUSKY DIRECTLY FOR MEMBER CLAIMS COSTS?

Upon request, PGCS and Engle Martin will work with members on direct payment options. Please note any payments would be made after any applicable deductible or uncovered portions of the losses.

## WHAT CAN PREFERRED PRIORITY DO TO HELP US TO EFFECTIVELY NAVIGATE THE FEMA PROCESS?

PGCS and Engle Martin are available to answer your FEMA-related questions. In addition, PGCS will provide you with supporting documentation that is needed for your FEMA submission.

## HOW CAN PREFERRED MEMBERS CONTACT BLUSKY?

BluSky's 24/7/365 Emergency Disaster Response line is 800.266.5677. You can also reach their team at [Preferred@GoBluSky.com](mailto:Preferred@GoBluSky.com). When you call or email, please identify yourself as a member of Preferred.

For more specific questions or information, members can contact Morgan Jordan with BluSky at 407.947.1642 or [Morgan.Jordan@GoBluSky.com](mailto:Morgan.Jordan@GoBluSky.com).