

# **The Truth About Third-Party Auditors — And How They Undermine Your Claim**

When you file a property damage claim, you might be told by your insurance company that a “third-party reviewer” or “auditor” will evaluate your contractor’s invoice. While this may sound like a routine fairness check, the truth is far less reassuring. These so-called independent reviewers are actually hired by the insurance company — and their goal is to save the insurer money, not to protect you as the policyholder.

## **1. Third-Party Reviewers Are Not Truly Independent**

Despite being labeled as “independent,” these companies usually operate under ongoing agreements with insurance carriers. Their performance is often judged by how much they can reduce claim payouts. In other words, the more they help the insurer save, the more work they receive.

They are not neutral.

They do not work for you.

They are often not licensed adjusters.

## **2. They Use Your Contractor’s Evidence Against You**

These auditors never set foot on your property. They don’t inspect the site or view the actual damage. Instead, they rely entirely on your contractor’s documentation — including photos, estimates, invoices, and drying logs — to recreate a “lower-cost” version of your claim.

They often cherry-pick this information to argue that fewer repairs were needed or that lower rates should apply. It’s like giving someone your car repair bill, only to have them rewrite it with cheaper parts and labor after the work is done.

## **3. They Rely on Biased Pricing Software**

Most auditors use industry-backed software like Xactimate or Symblity. These tools are influenced by the insurance industry and often pull pricing from outdated or regionally inappropriate databases. Auditors select the lowest possible rates to justify reducing your claim.

But keep this in mind: these software-based prices are not legally binding. They are merely guidelines — not fixed standards.

## **4. They Create Low-Ball Estimates After the Work Is Done**

Another common tactic is generating a “comparative estimate” well after the restoration work has been completed. These estimates are not based on site visits or actual repair conditions.

Instead, they're designed to offer a cheaper number that your insurer can use to justify a lower payout.

These estimates are not reality — they are strategy.

## **5. Your Contract and Actual Costs Are What Count**

The most important legal standard in your claim is the actual cost incurred for the work performed. Your signed contract and completed restoration define what is customary and reasonable for your situation.

The insurance company is obligated to reimburse you based on the real, documented costs — not a made-up invoice from someone who never saw the damage.

### **Key Takeaways**

- **Third-party auditors do not represent your interests.**
- **Their evaluations are designed to help the insurer, not you.**
- **You are entitled to be reimbursed for actual, documented costs.**
- **Your contractor's invoice holds more legal weight than an after-the-fact estimate.**

At **Restoration Doctor**, we empower homeowners with the facts, documentation, and guidance needed to challenge these unfair practices. We stand by our clients to help ensure they receive full payment for the restoration work they rightfully deserve.