

The Hidden Agenda Behind Third-Party Insurance Auditors

After you've submitted a property damage claim, your insurance provider may notify you that they've brought in a "third-party reviewer" or "audit team" to assess your contractor's invoice.

They'll frame it as a measure of fairness — but don't be fooled. These companies are hired and paid by the insurance carrier with one primary objective: to reduce the amount paid out on your claim.

1. The Myth of "Independent" Auditors

While insurers often label these reviewers as "neutral," the reality is far different. Most of these third-party firms operate under contract with insurance companies, and their continued employment depends on how much they help minimize claim settlements.

These entities:

- Are not impartial.
- Do not advocate for you.
- Frequently lack licenses as public adjusters.

Their loyalty lies with the insurer — not the policyholder.

2. Turning Your Contractor's Documentation Against You

These auditors don't visit your property or examine the damage firsthand. Instead, they rely entirely on the materials submitted by your contractor — photos, logs, and invoices — to build a case for reducing your claim.

They extract selected portions of this data to claim the work was excessive or the charges too high. It's like having someone look at your mechanic's invoice and rewriting it with cheaper alternatives after your car's already been repaired.

3. Skewed Pricing from Insurer-Aligned Software

A favored tactic involves using estimation platforms such as Xactimate or Symbility. These tools, developed in close alignment with the insurance industry, often default to outdated or artificially suppressed pricing.

The figures they generate are **suggestions**, not legally enforceable rates. Homeowners are under no obligation to accept them, especially when real, market-based costs have already been incurred.

4. Fabricated “Comparison” Estimates

Another strategy used by these reviewers is to generate what they call “comparative estimates” well after the restoration work is complete.

These retrospective evaluations are not rooted in site-specific observations or current conditions. Their sole purpose is to produce a lower number that insurers can reference when offering reduced compensation.

5. Your Agreement and Actual Costs Hold Legal Weight

What matters most in a claim is your legally binding agreement with the contractor and the expenses that have already been incurred to restore your property.

Insurance companies are required to reimburse **reasonable and customary costs**, not hypothetical figures generated by third parties after the fact.

The Bottom Line

- **Third-party auditors don’t represent your interests.**
- **Their assessments are crafted to benefit the insurer, not you.**
- **You're entitled to be reimbursed based on real costs — not inflated estimates or revised numbers made post-restoration.**
- **When backed with solid documentation, your contractor’s invoice has far more credibility than a post-hoc audit.**

At **Restoration Doctor**, we empower our clients with the truth, comprehensive documentation, and strategic support — helping ensure they receive the full compensation they’re entitled to, despite these insurance industry tactics.