

PROPERTY CLAIM PROCESS (TYPICAL & SIMPLIFIED)

- A. Insured has a: _____(plumbing leak, fire, smoke, storm, etc.) loss**
- B. Insured calls DAMAGE 9 1 1 or their Insurance Agent (in some cases the insurance company's claims dept. direct)**
- C. If you call your Agent, they fill in a Claim Summary Form and fax or email this sheet to your Insurance Company's Claims Dept**
- D. Claims Dept assigns your loss a Claim Number**
- E. Claim and/or claim inquiry is logged into a nationwide claims tracking database to track your every home & auto claim for 5 yrs.**
- F. Claims Dept. Mgr. assigns the claim to an in-house staff adjuster or an outside local or even out of state independent claims company, depending on where the insurance company headquarters are located and where your loss is.**
- G. Assigned Staff or Independent Adjuster contacts the Insured within a day or so to set an appointment to inspect your loss**
- H. Most Adjusters are booked ahead by at least one day so an appointment is usually set within the following 24-72 hours (depending if the claim was received by the handling Adjuster late on a Friday)**
- I. Adjuster arrives to your appointment and takes at least one photo of the front of the loss address Home or Business**
- J. Adjuster usually first investigates the "preliminary" Cause Of Loss to see if there are any coverage/coverage exclusion issues to perhaps investigate deeper. Depending on the Insurer: Adjusters are usually instructed to look for (find) coverage on losses when at all possible rather than finding ways to deny or diminish potentially covered damages**
- K. Adjuster will then diagram and measure exterior and/or interior area damages involved.**



- L. Adjuster will then start writing (scope) notes of how much of what requires repairs versus what needs to be removed (detached) and replaced. This is called “Scoping” the loss.
- M. When the Adjuster finishes their scope notes and photographing they try to explain the claim handling process that occurs from thereon. This most often leads the Insured to ask how much the Adjuster thinks the repairs will cost (somewhat premature question if the Adjuster doesn’t write the estimate there on site). The next logical insured question is how the claim payment process works (See Insurance Claim Payment Process). Explaining these two processes can take up valuable Adjuster time – hence Damage 9 1 1 provides these free download process forms for the Adjuster and Insured to keep handy so the Adjuster can move your claim ahead faster by performing the more complex tasks!
- N. The Adjuster then goes to their laptop and downloads the loss photos, then diagrams the areas/rooms of repairs on the estimating software diagram program then lists the items to be repaired or replaced into the estimating program using today’s local market prices for things being repaired or replaced and then depreciates the items being replaced by the age or usage of materials to arrive to an Actual Cash Value (ACV). The ACV is much like a current market price of say, the 5 year old carpet damaged in your living room (See: Insurance Claim Payment Process).
- O. The Adjuster then makes a decision if all, or some, or none of your damages are covered under your Home or Business Owner Policy. If all the damage was say from Flood and you have no Flood Insurance endorsement on your garden variety Homeowner’s policy then the Adjuster will recommend the Claims Dept. send you a Denial Letter. If the Adjuster finds coverage is okay for your loss then they will send in a report requesting an ACV check payment less your “per occurrence” deductible. Handy tip: All reputable claims departments require sequential 30 day status reports on the progress of each open claim. This generally keeps your claim moving ahead as fast as possible.
- P. The Claims Dept will then request an ACV check be printed. If the check is let’s say more than \$2,500 over your deductible for Dwelling/Building repairs then your mortgage company’s name will appear as a co-payee along with your name.



- Q. The Insured receives the ACV Check and will be required to endorse it and forward to the Mortgage Company so they can endorse and deposit the check!**
- R. On substantial dollar amount losses your Mortgage Company will likely issue partial payments for repairs to your Contractor when 30% is completed, again when 60% is completed and so on.**
- S. When all repairs are completed the General Contractor will ask you to sign a “Completion of Significant Repairs” agreement.**
- T. You will then be asked to forward your copy of the “Completion of Repairs” to your insurer so they can then issue the remaining balance (what is called “Recoverable Depreciation” or “Hold Back”).**
- U. The Insured receives the last check for dwelling repairs (Hold Back) and will endorse and again forward to any lien holder (Bank/Mortgage Company) so they can again deposit the check and issue what is owed to the insured. The insured is responsible for paying the Contractor.**
- V. Almost all insurance carriers pay emergency service companies direct to save an insured the additional tasks of depositing the check only to have to write a personal check for their emergency services. Insurers as a whole have long ceased paying general contractors direct for restoration repairs.**

24/7 Claim & Damage Services

