

Placing Your Insurance Claim

Info to Give:

1. Call your claims hotline # or agent (agent if you have State Farm) and let them know you would like to place a property claim for storm damage, specifically to your roof (if applicable).
2. If asked how you've assessed there is damage... There may be interior leaks, missing shingles, or in most cases many of your neighbors had their roof replaced. You can simply tell them you contacted their contractor (us!) and we inspected your roof and informed you of the damage.
3. Usually you will be asked specifics, such as the storm date, type and severity of the storm damage, i.e. hail, wind, etc. and whether it's the entire roofing system or just certain areas. Our insurance restoration specialists can provide you with these details.
4. Tell them about any interior leaks (if applicable). Carefully search every room in the house for ceiling stains. This "collateral" damage helps support the claim and is almost always paid for by your insurance company. It also helps with scheduling as the adjuster will need to access inside your home for their inspection.
5. Give them our information and tell them we are available to meet with your insurance adjuster/representative when they come to inspect the roof/property.

Info to Get:

1. Inspection time and date
2. Your assigned field adjusters name and contact info
* You probably won't get the field adjuster info or appointment time/date until adjuster is assigned to you claim. They typically call you 1-3 days after you initiate/call in your claim.
3. Get your deductible amount if you're uncertain so you know how much out of pocket expense you may have.
4. Make sure what kind of policy you have, ACV or RCV. The type of policy you have is important!

*When the field adjusters calls you to schedule the appointment, then contact us right away with the appointment time/date and the adjusters name and number (even if they say they'll coordinate directly with us). To keep things simple we'll work around your schedule and theirs. It's especially important we have their info if there are rain delays, for example, or if your adjuster is running behind or ahead of schedule, etc.

Notes:

Inspection Date:

Inspection Time:

Adjusters Name:

Adjusters Contact/Phone: