



Dependable Personal Service Since 1906

**A Guide to Help
You With Your
Homeowner
Claim**

We are sorry that you recently experienced a loss to your property. We hope that your subsequent discussions with your customer service representative will help to bring your claim to an acceptable conclusion. Since the settlement of claims is a process, we wanted to include this brochure to help you understand what to expect. We hope you will find the enclosed information of assistance to you.

WHAT YOU CAN EXPECT IN THE CLAIM PROCESS

Take whatever steps are necessary to prevent further damage including reasonable and necessary emergency repairs.

Depending on the type of loss/damage to your property, a cleaning/restoration service may be recommended to you to assist you with the cleanup of your property.

An **ADJUSTER** or **CLAIM REPRESENTATIVE** from your insurance company should contact you within 48 hours to discuss your loss with you. If damage to your property is not extensive, you may simply be directed to obtain a written, detailed estimate of damages and be requested to take photos of the damage. In other cases your company may wish to send out an **Outside Adjuster** to view the damage to your property.

Terms you need to understand pertaining to the settlement of your loss:

ACTUAL CASH VALUE

Actual Cash Value means that the insurance settlement of your claim will be based on the depreciated value of your property. The depreciated value is determined by reducing the current replacement cost of the property by a percent determined by taking into consideration the age, amount of wear and tear to the property as well as obsolescence.

REPLACEMENT COST COVERAGE

Replacement Cost means that the insurance settlement of your claim will be based on the current cost to replace your property with something of similar type and quality without regard to depreciation.

Until such time as repair or replacement of the damaged property has occurred, the insurance company will pay you for your loss on an ACTUAL CASH VALUE BASIS. Once repair or replacement has been completed, a supplemental adjustment will be made to your claim up to REPLACEMENT COST.

DWELLING

If damage has occurred to your dwelling, your loss will be settled on a REPLACEMENT COST basis, provided you have the coverage on your policy. Structures on your property which are not considered buildings, such as a fence or swimming pool, will always be paid on an ACTUAL CASH VALUE BASIS only.

PERSONAL PROPERTY (CONTENTS)

If damage has occurred to your PERSONAL PROPERTY, the company will request a list of the items indicating the quantity, description, age and current cost or price along with any receipts you may have pertaining to the items.

Insurance settlement for your PERSONAL PROPERTY (CONTENTS) is based on the REPLACEMENT COST of the property **ONLY** if you have purchased this coverage.

Should you suffer a food spoilage claim, you do not need to save the spoiled food - simply retain the label of the food that has been destroyed.

If your loss is due to a THEFT:

1. Report it to the police department where the loss occurred
2. Complete a detailed list of items taken indicating the age and value of the items and mail to the company or agency along with any receipts you may have.

SCHEDULED ITEMS

If you have a loss to personal items you have scheduled on your policy such as jewelry or furs, the company has the option of finding a replacement item or providing a financial settlement for the item. Your deductible does not apply to losses to scheduled items.

DEDUCTIBLE

The DEDUCTIBLE amount on your policy will apply to all PROPERTY losses. You may have a separate wind deductible which would apply to any losses caused by wind, including wind-driven rain.

LIVING EXPENSES

If severe damage to your house due to a covered loss makes your residence unfit to live in, your policy will compensate you for either ADDITIONAL LIVING EXPENSES or FAIR RENTAL VALUE.

SUMMARY

This notice may not answer all your questions, and we are ready to assist you in any way we can. Please do not hesitate to contact us if we can help in any way.

Once your claim has been completed, should you wish to critique us on how we handled your claim, please send the enclosed questionnaire back to us with your comments or suggestions.

We appreciate your business.

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