

Important information following your Inspection

■ Your adjuster is here to help you through this process. Your adjuster will

- Help you present your claim to the insurer by submitting all the necessary documents to support your loss
- Provide you with a repair estimate of the covered damage and, if required, a Proof of Loss form for signature
- Help you request an advance payment
- Answer your questions regarding your claim

■ Things to know

- **The adjuster's estimate** is based on the visible damage observed at the time of the initial inspection and repair costs in your area
- **If you disagree with the adjuster's estimate or find additional damages later, discuss with your adjuster.** Be prepared to provide any additional documentation, such as all paid, itemized receipts and invoices for tear out, dry out, repairs, and rebuild as a result of flood damage, to support any additional amount you claim
 - **(Tip:** Take photos of receipts to reduce the need to hold paper copies)

■ Who to contact if you have questions

- Adjuster name: _____
- Adjuster phone: _____
(NOTE: please call, don't text your adjuster)
- Adjuster email: _____
- Insurer: _____
- Insurer phone: _____
- Insurer email: _____

Please Be Patient - Depending on the severity of the disaster, it may take time for your adjuster and/or insurer to get back to you. Know that they are doing all they can to ensure you receive everything you are entitled to under your flood insurance policy.

■ Additional information can be found here

<https://www.fema.gov/nfip-file-your-claim>



"FEMA's mission is to support our citizens and first responders to ensure that as a nation we work together to build, sustain, and improve our capability to prepare for, protect against, respond to, recover from, and mitigate all hazards." August 2017