

GREAT SERVICE. BETTER REPUTATION.

# Experience That Matters.



## INSURANCE GUIDE

### STEP ONE DOCUMENT

The first step is to document as much as possible. Take photos of any damage to your home, business, or contents. If you have contents that are ruined, your insurance company will ask you for values in further information for those contents. Don't throw anything away without having photographs and details about those items. Your insurance company may want to have your contents inspected before you discard them.

### STEP TWO CONTACT A PROFESSIONAL

Contact a professional as soon as possible to take care of any emergency mitigation. The faster that water or soot is removed from your home or business, the less damage will occur to your structure. For water damages, as soon as we remove any standing water, our goal is to set drying equipment to reduce the relative humidity in the structure in order to reduce the possibility of secondary damage.

### STEP THREE CONTACT YOUR INSURANCE COMPANY

Contact your insurance company. Let them know that you have taken pictures of the damage and you've contacted a professional. Once you have filed a claim, give your claim information to the restoration company so that they can reach out to your insurance adjuster and give them real time updates. Your insurance company is going to want to inspect your property so be sure that you have some flexibility in order to meet them as soon as possible.

Each insurance carrier is different so be sure to ask your insurance adjuster, what their process is. A restoration professional should be able to provide you with an estimate within 48 hours of mitigation being completed. That will need to be submitted to your insurance carrier in a timely manner.

## HERE TO HELP

Our goal at Action Restoration is to walk you through the entire process. We will document everything that we do and submit our billing summary with photos to your insurance adjuster directly as long as we have that information. Fire and water damage can be very stressful in our goal of Action Restoration is to help you reduce that stress.