



# Navigate Your *Property Insurance* Claim

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# You should contact your insurance carrier when:

Your property has suffered damage from a storm or weather event, which may include high winds, hail, snow, sleet, or fire.

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## Important Tips

### Be Prompt

Most policies include a "duty to report." Property losses are more difficult to investigate as time passes, and latent issues can cause further damage.

### Document Everything

Photos or videos of the damage, inventories of personal property, and receipts should be kept, which can assist the adjuster in inspecting your property.

### Protect Your Property

Protect your property; make emergency repairs if necessary to avoid further damage.

## Best Practices

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**01** Contact a licenced contractor to provide a damage assessment. Storm damage can often be difficult to identify, and latent issues can result in further damage.

**02** Review your homeowner's policy so you are prepared. Pay special attention to your deductible, the type of policy (ACV or RCV), coverage limits, and policy endorsements.

**03** File a property claim. Have your policy number and the date of loss ready. Most insurance carriers have a dedicated claims line that will take the information and within 48 hours assign an adjuster to inspect the property.

**04** Pull the necessary permits, complete the repairs, and submit invoices to the insurance carrier to receive the final payment.

## People involved in the claim:



### Contractor

The person hired to complete the repairs.



### Public Adjuster

A person hired by the property owner often when there is a dispute about policy coverage.



### Field adjuster

The person sent to physically inspect the damages.



### Forensic Engineer

A person sometimes hired by either party to provide a more in-depth investigation of the damage.



### Desk Adjuster

The person who reviews and approves the damage assessment and payments.



### Appraiser

An independent person hired by either party to assess the damage if there is a dispute over the scope of repairs.

## Things to know before filing a claim

### ■ Deductible

The out-of-pocket expense for completing the repairs.  
The remainder of the claim is paid by the insurance carrier.

### ■ Replacement Cost Value

The amount to replace your damaged property

### ■ Policy limits

The dollar limit a policy will pay, often listed in aggregate and for particular items.

### ■ Actual Cash Value

The amount to replace your damaged property less depreciation. In Replacement Cost Value policies, this amount is paid before repairs are completed.

### ■ Depreciation

The amount recovered after the repairs are completed in RCV policies.

### ■ Policy endorsements

Modifications to the policy which affect coverage.





## Before hiring a contractor

- Make sure they are properly insured.
- Have experience working with insurance carriers and carry an Xactimate certification for estimating.
- Confirm that they are licensed in your local municipality.
- See if they have certifications from the manufacturer to install steep and low slope roofing products.

## Be prepared for

- Depending on the extent of the damage and the complexity of the claim, the process can take anywhere from weeks to months.
- Surprises. Latent damage can be discovered once work begins. Expect some back and forth with the carrier to arrive at an accurate scope of repairs. These are generally called "supplements."



If you have questions about possible damage and whether your roof qualifies for replacement through your homeowners policy, call

**720-634-6797.**