

Do you need help filling in this section? Your claims adjuster can walk you through it.

Name of the insured(s): 1 2.	If there is more than one insured, write all their names and designate one of them as the contact person who will deal with the insurer and the various professionals.
> INFORMATION ON THE LOSS	
Location of the loss (or address):	Nature/type of loss (e.g.: water damage, fire, break-in):
Date of the loss:	
> YOUR INSURANCE CONTRACT	
Name of your damage insurance broker/agent (if applicable):	Amount of your deductible (if applicable):
Your broker/agent's phone number:	Amount of coverage for your personal property:
E-mail:	Amount of coverage for your building:
Insurer's name:	Limits or other amounts indicated in the contract (if applicable):
Insurer's phone number (claims department):	Endorsements and amounts indicated in the contract, for example water damage (if applicable):
Policy number:	Additional living expenses (if applicable):

> CONTACT PERSONS FOR THE SETTLEMENT OF YOUR CLAIM		
Name of the claims adjuster mandated by the insurer:	Name of the claims adjuster you have mandated (hired) (if applicable):	
Name of the claims adjuster's firm (if applicable):	Firm name:	
Phone number: E-mail:	Phone number:	
c-mail:		
> IMPORTANT DATES		
Date of the 1st call to the insurer:	Name of the disaster restoration professional:	
Name and title of the person who answered your call:	Contact information:	
Information provided:	- -	
	Emergency work carried out:	
Date of the 1st emergency measure taken:	Date of the 1 st visit (or 1 st call) from the claims adjuster in charge of your file:	

> FOLLOW-UP

Throughout the claims process, you will have a number of responsibilities, including:

- following up on each stage of the work;
- working together with your insurer and all those involved with the claim;
- providing certain documents to make the claims settlement process easier;
- confirming that you agree with decisions made regarding the work to be done;
- authorizing the work.

Any questions?

The claims adjuster mandated by the insurer is the resource person who will guide you through the entire claims settlement process. He must answer your questions. He is a professional who must provide you with the required explanations (the **how** and **why** of the services). To find out more about claims adjusters mandated by the insurer, see page 4.

The chart below will help you to properly follow up on each stage of settling your claim. Use it as a checklist to keep track of any phone or e-mail follow-up you need to do and to remember who has done what.

DATES	INSURER / INSURANCE PROFESSIONALS -	FOLLOW-UP / WORK / DECISIONS
	SERVICE PROVIDERS	

Helpful hints and tips



It is recommended that you keep all documents related to the settlement of your claim together in one place, for example in a binder or a file pocket. Such documents include:

- > a copy of your insurance policy (including the declarations page)
- > business cards and estimates/quotes from the various service providers
- > a copy of all the documents related to the claim (property inventory, invoices, correspondence received and sent, pictures, this guide if you have made any notes in it, etc.)

You will thus have all the important information close at hand for consultation.