

WHAT TO EXPECT FROM AN INSURANCE ADJUSTOR

REPORTING OF CLAIMS OR ACCIDENTS

Any loss or claim that may involve the protection afforded by your insurance program should be reported promptly to Favor & Company. Prompt reporting often prevents minor claims from becoming major problems. Failure to report claims promptly violates the conditions of your insurance policy and could result in the insurance company being relieved of responsibility for payment of an otherwise valid claim.

While a telephone call or online form submission will begin the claim service process, written reports are also necessary and should be forwarded as soon as possible. Once the initial report is received, claims adjustors from the nearest office of the insurance company or independent adjustors from your local community will be assigned as necessary. Once assigned, the following are some of the steps that adjustors will generally take in the handling and settlement of your property claim.

1. **PROPERTY PROTECTION & CLEAN-UP.** The Adjustor should be able to offer you help securing temporary repairs to prevent further damage, and with initial loss clean-up.
2. **ASSISTANCE IN OBTAINING ESTIMATES & CLAIM DOCUMENTATION.** You are responsible for preparing the claim documentation. The adjustor should be able to offer you help in obtaining repair estimates or establishing the value of damaged property.
3. **ADJUSTORS OFTEN OBTAIN THEIR OWN CLAIM ESTIMATES.** Adjustors will often obtain their own estimates for necessary repairs of the value of damaged property.
4. **EVALUATION OF ESTIMATES AND SUPPLIERS.** Adjustors should be able to offer you help evaluating the estimates / values and the potential service / product suppliers.
5. **SETTLEMENT DISCUSSION AND AGREEMENT.** Once both you and the adjustor receive, compare, and agree upon the repair estimates or damaged property values, the loss adjustment process is almost complete. Having agreed upon the amount of the claim, you may use any contractor or other supplier you choose to complete your claim recovery.
6. **ASSISTANCE WITH AGREEMENT & UNDERSTANDING.** If you and the adjustor do not agree on the amount of the claim or you do not understand something, please contact our office. We will be pleased to offer our assistance in accomplishing mutual understanding and agreement.
7. **APPRAISAL & ARBITRATION RIGHTS.** On rare occasions, if agreement on your claim amount cannot be reached, your policy provides for a process of third-party appraisal and arbitration.

Please contact us should any questions arise with respect to a claim.