



How To File an Insurance Claim

Locate your homeowner's insurance policy.

Make a note of your insurance policy number and deductible. The deductible figure will be important as explained later.

Organize your facts and records; insurance policy number, date/time of loss, hail size (if known), photos, videos, damaged items.

Call your homeowner's insurance claim number and provide the necessary information as requested.

You will be given a claim number by your insurer.

When an insurance claims examiner is assigned to your case, it helps to send your photos and videos of the hail storm for authenticity to better support your claim. The claim examiner will assign a claims adjuster to make an official roof inspection and prepare a repair estimate.

Claims Adjuster Roof Inspection:

The claims adjuster will contact you to make an appointment to inspect the roof.

You should arrange for APEX ROOFING SOLUTIONS who previously inspected your roof to meet with the insurance adjuster to go on the roof and discuss his findings.

The roof inspection includes the taking of numerous photos, looking at dents in the soft metals (gutters, box vents, powered attic ventilators) and the marking off 10 ft by 10 ft "test squares" to count the number of hail stone hits on the shingles. Hail stone hits will be marked with chalk for identification in photos.

The claims adjuster will write a report on his findings, prepare an estimate to make spot repairs or replace the roof (assuming damage was found), then forward the report to your claim examiner. The claim examiner will review the report and make a decision on your claim.

CLAIM NUMBER

POLICY NUMBER

ADJUSTERS NAME

DATE/TIME OF INSPECTION

PLEASE CONTACT APEX ROOFING SOLUTIONS REPRESENTATIVE FOR YOUR SCHEDULED INSPECTION @

281-744-9841