



Shrinking time  
between disaster  
and recovery.

# Basic Insurance Guide

After a natural disaster, most people depend on their homeowner's insurance policies to help restore their homes and lives to normal. The mission of SBP is to shrink the time between disaster and recovery. We have provided some helpful tips to consider when working with your insurance company.

## TIP 1

### Keep calm and be patient.

We know, this is very hard for someone who has just lost everything. However, agents are trying to help as best as they can and yelling and screaming will not help.

## TIP 2

### Be as detailed as possible.

If you lost some or all of your personal property, most insurance companies require you list each item. This is easier said than done, as it is hard to remember everything you have ever purchased in your life. In describing items, listing as much detail as possible allows for a faster claim settlement because the insurance company doesn't need to come back and ask for more detailed information. For example: don't list your TV as a 55" TV; list it as a 55" Sony LPR TV - Cost \$2,500.

## TIP 3

### The first settlement is not always the final claim settlement.

If you later discover additional damage that you or the adjuster did not find on the first inspection, you can file a supplemental claim—even after you have already received money for your claim. You have 365 days after the initial claim is filed to file a supplemental claim.

## TIP 4

### Get repair estimates from contractors immediately.

Insurance companies are going to ask for estimates from contractors. Get estimates from two or more contractors. With several estimates, if the adjuster comes back with a low number for the claim, you have additional estimates to support why you disagree with the initial claim amount.

## TIP 5

### Keep all receipts.

Make sure you have a record for any funds spent on living supplies while you are waiting for your claim settlement, such as food, hotel lodging, clothes, etc. VERY IMPORTANT: The typical insurance policy covers loss of use expense, so keeping track of all of your expenditures will help when calculating what financial loss you have suffered.