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## Checklist for Filing a Claim with Your Insurance Company for Insured Damage

### Step 1: Get a Professional Roofing Contractor

Call Evergreen Roofing and Restoration to set up a free inspection appointment. We will inspect the damage at and write down the details. After the inspection, we will let you know if we think the claim is viable.

### Step 2: Make a Claim

Call your insurance company and tell them your house was damaged. Tell them what kind of damage it is (like from hail or wind) and when it happened. Tell them that a professional contractor from Evergreen Roofing and Restoration looked at the damage and that you want to use them to fix it. **Very Important: your insurance company will give you a claim number. Write it down and give it to your contractor.**

### Step 3: Meet with the Insurance Company's Adjuster

An insurance adjuster will usually call you within 48 hours of making a claim. At that time, the adjuster will schedule a meeting at your home, or wherever the damaged property is located. Tell them you have selected Evergreen Roofing and Restoration to be there. Let us know the date and time of the adjuster meeting. We will present details of all the damages and what will have to be done to make the repairs—including any work that is required by changes to the local building codes which became effective after your property was built. There will be some conversation between the adjuster and us. You will be present to hear all the details.

### Step 4: Insurance Summary

The insurance company will send you a report with a list of the damage and the amount they will pay to repair the damage. They will also send you a check. Look at the report and check with your contractor to make sure it's right. Decide what repairs need to be made and what materials to use.

### Step 5: Fixing the Roof

Most roof replacements only take one day, depending upon the weather and the extent of the damage to the community that may have also occurred. We will take off the old shingles, fix any underlayment that has deteriorated, install an underlayment, put on new shingles, and add flashing around vents and chimneys. They will also add ventilation and clean up the area. When the work is complete, we will clean up all debris and dispose of the waste materials as required by the local environmental rules.

### Step 6: Insurance Claim Completion

Once the work is done, Evergreen Roofing and Restoration will send the final bill to the insurance company. This will release any remaining money that was being held back.

### Step 7: Final Payment and Warranty

When the insurance company pays the final bill, Evergreen Roofing and Restoration will give you information about the warranty for the products we used as well as the terms of our installation warranty.

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