



# HOME INSURANCE CLAIM PROCESS



## REPORT CLAIM

You can submit your claim online, directly to your agent, to claim services or a number of other ways:

Call: (949) 806-3300

Email: [coastviewrestoration@gmail.com](mailto:coastviewrestoration@gmail.com)



## ASSIGNMENT

The insurance company assigns a claims professional to your claim, and that person helps you navigate the required procedures.



## INITIAL CONTACT

The claims professional gets in touch to find out about your loss to discuss your insurance coverage and outlines how the company plans to handle your claim. Pay attention to advice he/she offers you on how to prevent more damage.



## EVALUATION

The claims professional investigates your claim, collecting facts, inspecting and estimating the damage and consulting witnesses, if necessary.

Keep a written record of information pertaining to your claim in case questions come up.



## RESOLUTION

For simpler claims, you may receive payment for the amount of estimated repairs after the first inspection. In more complicated claims, payments may take longer to arrive.



## CLAIM CLOSED

The claim is resolved and closed by the insurance company.

You can contact your claims professional at any time if you have questions.