

[Date]

[Policyholder Name]

[Policyholder Address]

[City, State, Zip Code]

**Subject: Status of Water Damage Claim - [Claim Number]**

Dear [Policyholder Name],

We are currently investigating your water damage claim reported on [Date of Loss] for the property located at [Property Address].

At this time, your claim is in the evaluation stage. Our team is reviewing the policy terms and the details of the incident to determine coverage. To assist us in moving this investigation forward, we require additional documentation regarding the source and extent of the damage.

Please provide the following information at your earliest convenience:

- Clear, color photographs of the source of the water leak (e.g., broken pipe, appliance, roof leak).
- Photographs of all affected areas, including floors, walls, and ceilings.
- Photographs of any damaged personal property or belongings.
- Copies of any emergency repair invoices or plumber's reports, if available.

You may submit these photos and documents via email to [Email Address] or upload them through our online portal at [URL]. Please include your claim number, [Claim Number], in the subject line of all correspondence.

Once we receive and review this evidence, we will contact you regarding the next steps in the claims process. If you have any questions, please contact me directly at [Phone Number].

Sincerely,

[Adjuster Name]

[Company Name]

[Title/Department]