

[Company Name]

[Claims Department Address]

[City, State, Zip Code]

[Phone Number]

Date: [Date]

Insured Name: [Policyholder Name]

Policy Number: [Policy Number]

Claim Number: [Claim Number]

Date of Loss: [Date of Incident]

Property Address: [Address of Damaged Property]

Dear [Policyholder Name],

We have received your flood disaster property claim and are currently in the initial stages of processing. We understand that this is a difficult time, and we are committed to assisting you with your recovery as quickly as possible.

What to Expect Next:

- **Adjuster Assignment:** An independent adjuster will be assigned to your file. They will contact you within [Number] business days to schedule an on-site inspection of the damages.
- **Documentation:** To expedite your claim, please begin documenting all damaged items. Take clear photographs or videos of standing water, water lines on walls, and all damaged personal property before removing or discarding any items.
- **Mitigation:** If safe to do so, please take reasonable steps to prevent further damage to your property. Keep receipts for any emergency repairs or cleaning supplies purchased.

Important Reminders:

- Do not discard any large appliances or structural components until the adjuster has inspected them.
- Keep a detailed log of all expenses related to this loss.
- Ensure your contact information is up to date so we can reach you easily.

If you have any immediate questions, please contact your Claims Representative at [Phone Number] or email us at [Email Address].

Sincerely,

[Sender Name]

[Title]

[Company Name]