

[Insurance Company Name]  
[Claims Department Address]  
[City, State, Zip Code]  
[Phone Number]

[Date]

[Policyholder Name]  
[Mailing Address]  
[City, State, Zip Code]

**RE: Notice of Investigation**

Claim Number: [Insert Claim Number]  
Policy Number: [Insert Policy Number]  
Date of Loss: [Insert Date of Loss]  
Property Location: [Insert Property Address]

Dear [Policyholder Name],

We have received your report regarding water damage at the property listed above. This letter is to formally notify you that [Insurance Company Name] is initiating an investigation into your claim to determine the cause of loss and the extent of coverage under your homeowners policy.

To assist us with this investigation, an independent adjuster or a company representative will contact you shortly to schedule an inspection of the damaged areas. In the meantime, please take the following steps:

- Take photographs or video of the standing water and damaged property.
- Protect the property from further damage by making temporary repairs if necessary.
- Keep all receipts for any emergency repairs or mitigation services (such as water extraction).
- Do not dispose of any damaged materials or appliances until they have been inspected.

Our investigation will include a review of your policy terms, conditions, and exclusions. Please be advised that this letter does not constitute an admission of liability or a guarantee of payment. We reserve all rights and defenses under the policy and applicable law.

If you have any questions or have additional documentation to provide, please contact your assigned adjuster, [Adjuster Name], at [Adjuster Phone Number] or [Adjuster Email].

Sincerely,

[Adjuster Signature]  
[Adjuster Printed Name]  
[Insurance Company Name]