

Date: [Date]

Claim Number: [Claim Number]

Policy Number: [Policy Number]

Property Address: [Address of Damaged Property]

Dear [Policyholder Name],

We have received your insurance claim regarding the damage caused by [Type of Disaster, e.g., Flood/Hurricane/Wildfire] on [Date of Occurrence]. We understand this is a difficult time and are committed to processing your claim as quickly as possible.

Your Claim Status

Your claim has been assigned to a dedicated adjuster. Their contact information is listed below:

- **Adjuster Name:** [Name]
- **Phone Number:** [Phone Number]
- **Email:** [Email Address]

Next Steps in the Process

1. **Property Inspection:** An adjuster will contact you within [Number] business days to schedule an on-site inspection of the damage.
2. **Documentation:** Please compile a list of damaged personal property. Take photos or videos of the damage before starting any temporary repairs.
3. **Emergency Repairs:** You may take reasonable steps to prevent further damage (such as tarping a roof). Please keep all receipts for materials and labor.
4. **Review:** Once the inspection is complete and documentation is submitted, we will review the estimate against your policy coverage.
5. **Settlement:** We will issue a payment decision based on the terms of your policy.

Important Documents to Keep

Please maintain a file containing all correspondence, repair estimates from contractors, and receipts for any "Additional Living Expenses" (such as hotel stays) if your home is currently uninhabitable.

If you have any immediate questions, please contact our claims department at [Phone Number] or visit our online portal at [URL].

Sincerely,

[Your Name/Company Name]

[Title]

[Insurance Company Name]