

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

[Date]

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

RE: Instructions for Filing Your Theft/Vandalism Claim

Claim Number: [Claim Number]
Policy Number: [Policy Number]
Date of Incident: [Date of Loss]

Dear [Policyholder Name],

We have received notice of your recent loss involving theft or vandalism. To process your claim efficiently, please follow the instructions below and submit the required documentation:

1. Police Report

Provide a complete copy of the official police report. If the formal report is not yet available, please send the officer's name and the case/incident number immediately.

2. Proof of Ownership

For stolen items, please provide documentation proving ownership and value. This may include:

- Original purchase receipts
- Credit card or bank statements
- Appraisals
- Original owner's manuals or warranty cards
- Photographs of the items in your home prior to the theft

3. Property Loss Worksheet

Complete the enclosed "Personal Property Inventory" form. List each stolen or damaged item, its age, where it was purchased, and the estimated replacement cost.

4. Repair Estimates for Vandalism

If your property was damaged or vandalized, please obtain at least two written repair estimates from licensed contractors. Do not begin permanent repairs until an adjuster has inspected the damage, though you should take reasonable steps to protect the property from further damage.

5. Photos of Damage

Provide clear photographs of any physical damage to the structure (e.g., broken windows, forced locks, spray paint) caused during the incident.

Please submit these documents via email to [Email Address] or by mail to the address listed at the top of this letter. Include your claim number on every document.

Once we receive this information, an adjuster will review your file and contact you regarding the next steps in the settlement process.

Sincerely,

[Adjuster Name]

[Adjuster Title]

[Phone Extension]