

Date: [Insert Date]

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

Subject: What to Expect During Your Claim Process - Claim #[Insert Claim Number]

Dear [Customer Name],

We have received your recent claim. We understand that this may be a difficult time, and our goal is to handle your request as quickly and fairly as possible. Here is a step-by-step guide on what you can expect during the process:

Step 1: Initial Review

Your claims adjuster will review your policy to confirm coverage details and limits. We may contact you if we need additional documents or clarification regarding the incident.

Step 2: Investigation and Assessment

We will investigate the facts of the loss. Depending on the type of claim, this may involve an inspection of damages, interviews with involved parties, or a review of police reports and medical records.

Step 3: Evaluation

Once the investigation is complete, we will evaluate the cost of the damages or the benefits owed based on your policy terms. We will notify you of our findings and the total settlement amount.

Step 4: Resolution and Payment

After the evaluation is finalized, we will issue payment or fulfill the services required to close your claim. You will receive a final summary explaining the payment details.

Timeline:

While every claim is unique, most initial reviews are completed within [Number] business days. We will provide you with updates every [Number] days until the claim is resolved.

If you have any questions or need to submit further documentation, please contact your adjuster, [Adjuster Name], at [Phone Number] or [Email Address].

Thank you for your patience and for choosing [Company Name].

Sincerely,

[Your Name/Company Representative]
[Company Name]