

[Agency Name]
[Agency Address]
[City, State, Zip Code]
[Phone Number]
[Email Address]

[Date]

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

Subject: Step-by-Step Guide for Your Claim #[Claim Number]

Dear [Policyholder Name],

We have received your claim notification regarding [Brief Description of Incident]. To help you understand what happens next, we have outlined the step-by-step process below:

Step 1: Claim Assignment

Your claim has been assigned to a claims adjuster. They will be your primary point of contact and will review the details of your policy coverage.

Step 2: Investigation and Evaluation

The adjuster will examine the damage or loss. This may involve an in-person inspection, requesting photos, or reviewing police reports and medical records. Please keep all receipts related to the incident.

Step 3: Documentation Review

We may request additional forms or proof of loss statements. Please return these documents promptly to avoid any delays in processing.

Step 4: Resolution and Payment

Once the evaluation is complete, we will notify you of the settlement decision. If approved, payment will be issued based on the terms of your policy, minus any applicable deductible.

Step 5: Closing the Claim

Once the final payment is made or the resolution is reached, the claim will be officially closed in our system.

You can track the status of your claim at any time by visiting [Website URL] or by contacting your adjuster, [Adjuster Name], at [Adjuster Phone/Email].

Thank you for choosing [Agency Name].

Sincerely,

[Sender Name]
[Title]
[Agency Name]