

Navigating insurance claims can be overwhelming in a catastrophe. For the best possible outcome, start now tracking your actions, expenditures, and known losses. Documentation will help if you need to make an insurance claim. Journaling every aspect of this experience is also a method of staying present to help make the best decisions in a catastrophic environment.

Warning Received

Date and time of imminent danger warning: **DATE** _____ / _____ / _____ **TIME** ____ : ____

How were you notified of the warning: _____

Actions taken to prepare to evacuate: _____

Actions taken to mitigate damage: _____

Evacuation Order

Date and time of evacuation: **DATE** _____ / _____ / _____ **TIME** ____ : ____

Who notified you to evacuate and how were you contacted? _____

How did you escape? (car, motorhome, police, fire, neighbor)? _____

What did you bring with you? _____

Who did you bring with you? _____

Where did you go? _____

Insurance Information

Insurance Company : _____

Policy Number: _____ Policy Term: From ____ / ____ / ____ To ____ / ____ / ____

Insurance Broker: _____

Type of Policy: _____

If you file a claim with your insurance company, collect this information for each line of business:

Claim Number: _____

Adjuster Name: _____

Adjuster Phone: _____

Adjuster Email: _____

Each coverage will have limits and deductible (if applicable):

Deductible: _____ Limits: _____

Take notes of instructions provided by the adjuster and how to proceed. Record conversation details, including who you spoke with and the date and time of each conversation.

Your claim may be transferred to one or more adjusters as the losses develop. Journaling is a helpful and effective way to manage your claim.