

# CLAIMS PROCESS



## ASCEND EXTERIORS

Roofing \* Siding \* Windows \* Gutters

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Phone: 612-405-7989

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MN License # BC775576

### 1 PROPERTY INSPECTION.

Ascend Exteriors will complete a FREE, NO-OBLIGATION property inspection to assess damage to your home, as damage can often be hard to spot or seem small.

### 2 FILING YOUR INSURANCE CLAIM.

Your Ascend Exteriors sales rep will help you, the homeowner, file the claim with your insurance company. Your insurance company may ask several questions that our team is trained to answer. At the end of the call, they will provide a claim number for reference. Please forward the claim number to your Ascend Exteriors sales rep.

### 3 THE ADJUSTER MEETING

The insurance adjuster will contact you to schedule the adjuster meeting. Please record the date and time of this meeting along with the adjuster's phone number and contact Ascend Exteriors immediately to inform your sales rep of this appointment. This is the most important part of our program. This meeting will determine the scope of damage to your property and will also begin the financial settlement process of your claim.

### 4 PRODUCT AND COLOR SECTION MEETING.

This appointment is to determine the product and colors for your home's new exterior. Your Ascend Exteriors sales rep will have ample products for you to review. Your schedule queue deposit check (equal your deductible) will be collected at this appointment. If you contract Ascend Exteriors for additional improvements above the insurance claim, payment for these services will be due at this time. Once we have your new colors, your project will be placed into our production queue and materials ordered.

### PRODUCTION.

5 This is the most exciting part of the process for the homeowner as we restore your home back to its beautiful condition! Once you have received your first insurance check, contact your Ascend Exteriors sales rep. Before delivery of your materials, the ACV portion of this check is due for the trades we are completing. Once scheduled, and materials are delivered, our experienced restoration team will arrive to begin work.

### FINAL INSPECTION.

6 After the completion of your project, one of our qualified inspectors will visit the property to insure the job was done to the high standards of Ascend Exteriors. We will leave you a copy of the inspection report.



**Thank you for choosing Ascend Exteriors.**

Date of Storm: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

Call your insurance Claims Toll-Free Number. They will ask you the date of the storm and type of damage (wind & hail). They provide you with a claim number and tell you that an adjuster will be contacting you within a few days to set up the appointment. Please write down the following information and contact us ASAP to schedule the adjuster meeting.

Insurance Company \_\_\_\_\_

Claim Number \_\_\_\_\_

Adjusters Name \_\_\_\_\_

Phone \_\_\_\_\_

Date of Meeting \_\_\_\_\_

Time \_\_\_\_\_

Preferred Contractor \_\_\_\_\_

## ***Insurance Company Claim Numbers***

AAA ..... 800-779-5630  
 Acuity ..... 800-282-1446  
 Allied ..... 800-532-1436  
 Allstate ..... 800-547-8676  
 American Family ..... 800-374-1111  
 American National ..... 800-333-2860  
 American Security / Assurant ..... 800-652-1262  
 Amerprise ..... 800-872-5246  
 Amica ..... 800-242-6422  
 ASI ..... 866-274-8765  
 Austin Mutual ..... 800-328-4628  
 Auto Owners ..... 888-252-4626  
 Badger Mutual ..... 800-837-7833  
 CNA ..... 877-865-5319  
 Chubb Insurance ..... 800-252-4670  
 Cincinnati ..... 513-870-2150  
 Country Insurance ..... 800-846-0100  
 EMC ..... 888-362-2255  
 Encompass Insurance ..... 800-558-7400  
 Family Security Insurance ..... 888-256-3378  
 Farm Bureau ..... 866-399-3237  
 Farmers Insurance ..... 800-435-7764  
 Federated ..... 888-333-4949  
 Foremost ..... 800-527-3907  
 General Casualty ..... 888-737-8256  
 GMAC ..... 800-468-3466  
 Grange Mutual ..... 800-951-9734  
 Grinnell Mutual ..... 877-467-2252

Harleysville ..... 800-892-8877  
 Hartford ..... 800-243-5860  
 Homesite ..... 800-466-3748  
 Horace Mann ..... 800-999-1030  
 Integra ..... 800-620-8768  
 Integrity Mutual ..... 800-445-3030  
 Kemper ..... 866-536-7376  
 Liberty Mutual ..... 800-225-2467  
 Met Life ..... 800-854-6011  
 Midwest Family Mutual ..... 800-225-5636  
 Nationwide ..... 800-421-3535  
 Northstar ..... 800-622-5230  
 Pharmacists Mutual ..... 800-247-5930  
 Philadelphia ..... 800-765-9749  
 Progressive ..... 877-776-2436  
 QBE Americas ..... 866-251-5389  
 Safeco ..... 800-332-3226  
 Secura ..... 800-318-2136  
 Sentry ..... 800-325-9559  
 State Auto ..... 800-766-1853  
 State Farm ..... 800-732-5246  
 Travelers ..... 800-252-4633  
 USAA ..... 800-531-8722  
 Wells Fargo ..... 952-830-3000  
 West Bend Mutual ..... 877-922-5246  
 Western Mutual ..... 866-962-2142  
 Western National ..... 952-921-3164

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