

## Tell Me More

### What Does My Field Adjuster Do?

Field Adjusters inspect any interior and exterior damage and report their findings to the Claims Examiner.

### What Does My Claims Examiner Do?

Your Claims Examiner is your primary point of contact. They are essentially the conductor of your claim. They review your policy coverage and review findings from Contractors and Field Adjusters.

### How Does My Deductible Apply?

Your deductible is the out-of-pocket amount you pay before your insurance benefits apply.

### Are First Choice Repair Network® Contractors Licensed and Insured?

Yes. All our contractors are both licensed and insured and have undergone thorough background checks provided by ProfileGorilla, the insurance industry's largest pre-vetted pro network.

### How Do I File a Claim?

We offer multiple ways to file a claim.

Phone ..... 877-333-9992

Live Chat ..... SecurityFirstFlorida.com

Customer Portal..... www.MySFI.com

## My Claim

Initial Appointment Date

Policy Number

Claim Number

Claim Examiner

Claim Examiner Phone

Field Adjuster

Field Adjuster License Number



## One Call Does It All!

### First Choice Repair Network®

This Network is a comprehensive group of licensed and insured contractors who have undergone thorough background and licensing checks.

Once a vendor has been assigned to your claim, you will be given a Customer Advocate — providing you with personalized support throughout the entire repair process.

For more information, ask your Claims Examiner or email: [FirstChoice@SecurityFirstFlorida.com](mailto:FirstChoice@SecurityFirstFlorida.com)



# CLAIM PROCESS

What To Expect During A Claim



**"I barely even have time to think about it, and I'm getting another contact from Security First about the next step in the process."**

- Madalyn, Tallahassee, FL



# Claims Process

## 1. File Your Claim

Once you file your claim, a Claims Examiner will contact you as soon as possible regarding the status of your claim.

## 2. Damage Documentation

We may utilize technologies (for instance, a mobile app) to help review your damage and expedite your claims process. Your Claims Examiner will have the right solution for you.

## 3. Schedule an Appointment

A Field Adjuster or First Choice Repair Network® contractor will contact you to schedule an appointment.

**TIP:** Schedule the appointment when you or an adult 18-years or older can meet with the Field Adjuster or Contractor because we may need access to the interior of your home.

## 4. Damage Assessment

We will create a damage report and contact you to review our findings.

## 5. Status of Claim

A Claims Examiner will contact you regarding the status of your claim. They will talk you through the claims process, tell you what to expect, and answer any questions.

## 6. Resolving Your Claim

We strive to complete your claim as quickly as possible; however, some claims are more complex than others and require additional inspections and investigation. Contact your Claims Examiner should you have any questions or concerns.

Understanding the claims process offers you peace of mind.



## After Filing A Claim

- ✓ Take photos and/or videos of the damage.
- ✓ Make **temporary repairs** such as tarping and board-up by utilizing our First Choice Repair Network® to prevent further damage. Please avoid making permanent repairs.
- ✓ Keep all receipts for repairs and expenses.
- ✓ **DO NOT** discard any damaged personal property, appliances, or building materials, until given the approval from your Claims Examiner.
- ✓ Be cautious signing any documents with contractors outside the First Choice Repair Network®. It is illegal for a contractor to waive your deductible.
- ✓ Questions can be directed to your Claims Examiner or Customer Advocate.



**Be aware that it is illegal for a contractor to waive your deductible.**

# Storm After Storm, Year After Year®

Established 2005



Customer Support: 877-333-9992  
SecurityFirstFlorida.com

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