



Post-Disaster Insurance Guide for Seniors

Louisiana Department of Insurance

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This public document was produced by the Louisiana Department of Insurance and is available online.

A Message From Insurance Commissioner Tim Temple



The Louisiana Department of Insurance is tasked with balancing the needs of insurance consumers with the insurance industry's need to operate competitively. The LDI works diligently to protect the interest of policyholders while promoting a flourishing insurance market that benefits all residents and businesses in the great state of Louisiana. It is our mission to make sure insurance is available, affordable and accountable in Louisiana, and every action I take as

Commissioner is targeted at achieving those goals.

As part of that mission, the LDI creates publications to provide consumers, the insurance industry, and other stakeholders with educational information about insurance-related matters in Louisiana.

I hope you find this publication informative, and I encourage you to contact us with questions or concerns at 1-800-259-5300 or ldi.la.gov.

After the Storm: 6 Steps to Resolving a Claim

1



Call your insurance company or agent to start the claims process.

2



Read your policy and contact your agent if you have questions about your coverage.



Quick Tips

Have your policy number and initial damage assessment ready before calling.

You can - and should - file a supplemental claim for additional payment if the repairs are more expensive than anticipated.

Condo and townhome owners should contact their HOA for guidance.

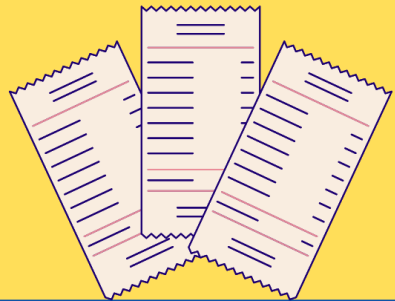
Renters should review their renters insurance policy and contact their landlord. The landlord's policy does not protect your personal property.

3



Take pictures and video of all damage to your home and belongings.

4



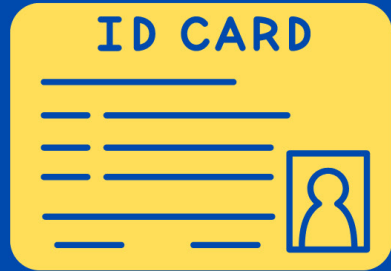
Make temporary, non-permanent repairs to prevent further damage and keep receipts for these repair costs.





For example, a hole in the roof should be covered by a tarp or similar material. Policyholders have a duty to mitigate further damage, so be sure to ask for help if needed.

Expenses incurred due to temporary repairs may be reimbursable under your policy.



Request identification when an agent, adjuster or contractor visits your property.

An adjuster is a person who determines the amount of damage to your property, what can be fixed or needs to be replaced, and how much it will cost.

What to Expect When Working With an Adjuster

Make sure you are present when the adjuster comes to your home. Adjusters are required to provide you a copy of the Catastrophe Claims Process Disclosure Guide.

Show the adjuster where you believe there has been structural damage and provide all the information you have about the extent of the damage, including photos, videos and receipts. The adjuster will inspect your home and may calculate the cost to repair. Get the adjuster's name and contact information.

Before the adjuster leaves, ask what the next steps will be and when you'll hear back from them. Also, ask if there's any other information you should provide. You may need to gather more information or start a personal property inventory list.

After inspecting your property, the adjuster will prepare a repair estimate. Ask the adjuster for an itemized explanation of the claim settlement offer. Your insurance company is required to provide copies of materials generated during the adjustment of your property damage claim upon your request. The materials include estimates, bids, plans, engineer and contractor reports, measurements and drawings.



Get bids from at least three different contractors. Only do business with a contractor who is bonded, which will offer you some protection if the job is not completed as agreed upon by you and the contractor.

A contractor is a person or company you hire to repair your home.

What to Expect When Working With a Contractor

If the damage to your home has left you in need of a contractor, be careful. Your insurance company should not recommend a contractor. Do not do business with a contractor who cannot show proof of insurance.

Be on the lookout for con artists who may try to take advantage of a local disaster. Also, be wary of contractors who demand payment in full before work is completed.

Before any work is started, request a clearly worded, itemized contract. Review it with the contractor and make sure you understand and agree with its contents before the contract is signed.

The contract should include a breakdown of costs for labor and materials; a notice of the contractor's responsibility to get any needed permits; project begin and end dates; proof of contractor's insurance for the duration of the project; and a guarantee to return the work area to its original condition.

Terms to Know

Actual Cash Value (ACV). The cost of replacing damaged or destroyed property minus depreciation. The ACV amount is what your property was worth, considering its age and condition, at the moment the loss occurred.

Additional Living Expenses (ALE). Type of coverage that pays or reimburses you for some of the costs of residing in a temporary location until your home can be repaired.

Depreciation. The amount of value your property loses over time due to age and condition.

Named Storm (Hurricane) Deductible. Generally higher than standard deductibles and are what you pay for damage or loss from hurricanes and other named storms.

Proof of Loss. The documentation of loss required during the claims process.

Terms to Know

Replacement Cost (RC). The cost of replacing damaged or destroyed property using materials of like kind and quality without deducting for depreciation. The age and condition of your property at the time of loss is not considered.

Standard (All Perils) Deductible. What you pay for damage or loss caused by covered events like fires.

Supplemental Claim. A claim filed to cover newly found damage or higher-than-expected costs following the initial claim.

Wind and Hail Deductible. What you pay for damage or loss from wind and hail, which may include damages from named storms.

Homeowners Insurance Policy Worksheet

Insurance Company: _____

Policy Number: _____

Phone Number: _____

Agent Name: _____

Agent Phone Number: _____

Deductible: _____

Hurricane/Named Storm Deductible: _____



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