

HOW TO HANDLE AN INSURANCE CLAIM

IF YOU BELIEVE THERE IS AN EMERGENCY, IMMEDIATELY CALL ZENITH AT 1-800-276-6344.

If Zenith discovers you have roof damage, here are a few tips to guide you through the process.

- Contact Your Insurance Company to File a Claim
 - Inform the insurance company of the date of loss.
 - Inform the company that your property has been examined by a qualified contractor who found wind/hail damage.
 - Ask for a claim number and provide this to your Zenith sales representative.
- Your Zenith Sales Representative and the Insurance Adjuster Will Together Find Storm-Related Damage at Your Property
 - You will be notified prior to the visit.
 - Your adjuster will submit a report of the findings to the insurance company.
- Follow Up with Your Insurance Company
 - The insurance company will send you a loss summary report detailing the scope of the damage and payment to address the damage.
- Project Planning
 - Your Zenith Sales Representative will review the loss summary report to ensure the agreed-upon scope of damage is complete and accurate.
 - You will select materials and colors.
 - You and your Zenith representative will determine a project start date that best suits your schedule.
 - Zenith will schedule all work to be completed in a timely and professional manner.
- Work In Progress
 - Materials are delivered.
 - You will be introduced to the Zenith foreman assigned to your project. You will be given any contact numbers needed to assist if you have any questions.
- Payment & Warranty Information
 - Zenith collects payment from you upon completion of work, unless otherwise agreed upon, and as necessary, notifies your insurance company to release any remaining funds.
 - You receive all necessary documentation upon completion of work and receipt of payment in full.
 - You will be given a "Roof File" with Zenith's labor warranty, manufacturer's warranty, and all pertinent information.

ZENITH WANTS TO BE YOUR CONTRACTOR

We have an A+ Rating with the Better Business Bureau.

- THIS IS YOUR NEXT STEP

- Contact your insurance company immediately, and ask for an adjuster to inspect your home.
- As soon as your insurance company adjuster calls you for an appointment, state that you would like your Zenith Roofing Representative to be present at the time of inspection. Give your adjuster our toll free phone number, 1-800-276-6344, and ask if he will call your Zenith representative for a mutual meeting time. If the adjuster can't or won't call, get the adjuster's name and phone number and immediately call your Zenith representative at 1-800-276-6344 to confirm the appointment.

- IMPORTANT TO REMEMBER

- Zenith Roofing meets with your insurance adjuster to inspect your home for damage.
- We work with you to make sure ALL damage is accounted for. We represent YOU.
- Upon approval, we meet with you to pick out shingle styles and colors to be used.
- We work with you and the Zenith Roofing Production Department to schedule and deliver to your satisfaction.

- HELPFUL PHONE NUMBERS

- State Farm 1-877-777-0722 & 1-800-732-5246
- Allstate 1-800-547-8676
- Lloyds 1-800-929-2424
- Lincoln General 1-877-717-5442
- Farm Bureau 817-277-0402
- USAA 1-800-531-8222
- Nationwide 1-800-421-3535
- Geovera 1-800-735-8086
- Farmers 1-800-435-7764
- Liberty Mutual 1-800-969-4307
- Met Life 1-800-854-6011
- ASI 1-866-274-5677
- Travelers 1-800-252-4633
- Hartford 1-800-243-5860