

# CONTACTING YOUR INSURANCE

## ***Before You call***

- Make a list of damaged or lost items (include approximate value, brand/model, purchase date if known)
- Do **not** throw anything away until instructed by the insurance adjuster

## ***Gather Important Information to Have Ready***

- Your full name and contact information
- Address of the insured property
- Date and description of the event
- List of emergency repairs already made (save all receipts)
- Temporary housing arrangements (if applicable)

## ***Contacting Your Insurance Company***

- Call the 24/7 claims number or file online if available
- Be clear and concise when describing what happened
- Ask for your claim number and write it down
- Inquire about the timeline and next steps
- Ask if an adjuster will be visiting your property and when

## ***Follow-Up Actions***

- Keep a log of all calls and communications with your insurer
- Continue to save all receipts related to emergency expenses
- Cooperate fully with the adjuster's visit and requests
- Follow up if you haven't received a response in the expected time

*Even in the middle of life's storms, remember — you are not alone.  
God is with you, and He holds everything in His hands.  
"When you pass through the waters, I will be with you." — Isaiah 43:2*



- Locate your insurance policy and policy number
- Identify the type(s) of coverage you have (homeowners, renters, auto, flood, etc.)
- Know your deductible amount
- Have the contact information for your insurance agent or company's claims department
- Take clear photos and videos of all affected areas
- Record the date and time of the disaster

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