



FILE ORDER REQUIREMENTS

ERRONEOUS ASSIGNMENT REPORT

1. Adjuster's Invoice
2. Narrative
3. FCN Card (when applicable include Mentor's FCN Card)
4. Supporting Documentation* (when applicable)
5. Loss Notice

PRELIMINARY REPORT

1. Cover Sheet (when there is no advance) – Explain why advance was not offered or declined
2. Preliminary Report Form
3. FCN Card (when applicable include Mentor's FCN Card)
4. Activity Log
5. Adjuster Preliminary Damage Assessment (APDA) Form (when damage exceeds 50% of the RCV Value of structure)
6. Photographs
7. ESX

ADVANCE PAYMENT REPORT

1. Advance Payment Form – signed by Policyholder(s) and Adjuster
2. FCN Card (when applicable include Mentor's FCN Card)
3. Photographs (showing damage to support the advance amount being requested)

UNDERWRITING REPORT

1. Underwriting Alert
2. FCN Card (when applicable include Mentor's FCN Card)
3. Supporting Documentation* (when applicable)
4. Photographs

SRL/RL NARRATIVE REPORT

1. SRL/RL Invoice
2. SRL/RL Narrative
3. FCN Card (when applicable include Mentor's FCN Card)

CWOP (CLOSED WITHOUT PAYMENT) REPORT

1. SRL/RL Invoice (when applicable)
2. SRL/RL Narrative (when applicable)
3. Adjuster's Invoice
4. Narrative
5. Proof of Loss Form – unsigned (when applicable)
6. Preliminary Report Form
7. FCN Card (when applicable include Mentor's FCN Card)
8. Activity Log
9. RCBAP Worksheet (required on all RCBAP claims)
10. Adjuster Preliminary Damage Assessment (APDA) Form (when applicable)
11. Mobile Home Worksheet (when applicable)
12. Building Valuation (NADA for mobile home, Appraisal for RCBAP)
13. Building Diagram
14. Building Estimate (when applicable)
15. Contents Estimate (when applicable)
16. Non-Waiver – signed by Policyholder (when applicable and must include reason)
17. Supporting Documentation* (when applicable)
18. Photographs
19. Adjuster's Scope Notes (when applicable)
20. Loss Notice
21. Flood Questionnaire
22. ESX

FINAL REPORT AND CAP/RAP/SUPPLEMENT REWRITE

1. SPOL Status or Cover Sheet (when applicable)
2. SRL/RL Invoice (when applicable)
3. SRL/RL Narrative (when applicable)
4. Adjuster's Invoice
5. Narrative
6. Proof of Loss – signed
7. Proof of Loss – unsigned
8. Preliminary Report Form
9. FCN Card (when applicable include Mentor's FCN Card)
10. Activity Log
11. Firm Map (from Adjuster File History)
12. RCBAP Worksheet (required on all RCBAP claims)
13. Adjuster Preliminary Damage Assessment (APDA) Form (when applicable)
14. Cause of Loss Subrogation Form (when applicable)
15. Mobile Home Worksheet (when applicable)
16. Building Valuation (NADA for mobile home, Appraisal for RCBAP)
17. Building Diagram
18. Building Estimate
19. Contents Estimate
20. Supporting Documentation* (when applicable)
21. Non-Waiver – signed by Policyholder (when applicable and must include reason)
22. Supporting Documentation* (when applicable)
23. Photographs
24. Adjuster's Scope Notes (when applicable)
25. Loss Notice
26. Flood Questionnaire
27. ESX

CAP/RAP/SUPPLEMENT STAND ALONE

1. SPOL Status or Cover Sheet (when applicable)
2. Adjuster's Invoice
3. Narrative
4. Proof of Loss – signed
5. Proof of Loss – unsigned
6. FCN Card (when applicable include Mentor's FCN Card)
7. Activity Log
8. RCBAP Worksheet (required on all RCBAP claims)
9. Adjuster Preliminary Damage Assessment (APDA) Form (when applicable)
10. Mobile Home Worksheet (when applicable)
11. Building Estimate
12. Contents Estimate
13. Supporting Documentation*
14. Photographs
15. ESX

***Supporting Documentation examples include, but not limited to:**

- Letter of Representation from Attorney or Public Adjuster
- Principal Residence Verification
- Ownership Verification
- Property Tax Records
- Other Insurance Verification
- Lien Release
- Mortgage Verification
- Receipts
- Contractor's Estimate
- Mitigation Estimate
- Price Verification
- Insured photographs