

Reporting a Claim after Hurricane Irma

Reporting a	Step	Action
Claim after	1	Access the policy in PolicyCenter [®] .
Hurricane Irma	2	From the Actions menu, select New FNOL:
		Desktop v Account v Policy v Search v
		Policy File A Personal Residential HO-3 PR-M PLA SARA
		Actions Go to Account File
		Policy File
		Eligibility Ouestions New Note
		Policy Info New Document
		Property Address Info New Activity
		Coverages New <u>ROL</u>
		Dwelling Dwelling Construction New Transaction
		Forms Change Policy Cancel Policy
		Date: 09/12/2017
		🖗 Tools 🔹 First Named Insured
		Summary Policy Mailing Address
		Claims
		Begult: The New ENOL server energy
		Result. The New FNOL screen opens.
		New FNOL
		Cancel Next 2 Reported By Name Coone selected>
		First Name Loss Cause Conne selected>
		Phone Number x Loss Cause Conne selected> Loss Description
		Phone Type conce selected> Relationship to Insured* conce selected> V
		Has Additional CYES No Phone Number?
		Addi Phone Number2
	3	Complete all <i>Reported By</i> fields:

Citizens Insurance Suite PolicyCenter

Job Aid Personal and Commercial Lines

	Reported By
	Name <none selected=""> V</none>
	First Name
	Last Name
	Phone Number * x
	Phone Type * <none selected=""> V</none>
	Relationship to Insured * <none selected=""> V</none>
	Has Additional * Yes No Phone Number?
	Addl Phone Number1
	Addl Phone Number2
4	 Complete all Loss Information fields: 1. Date of Loss: The date the loss occurred 2. Loss Cause: The direct cause of damage 3. Sub Loss Cause: The proximate cause of the damage 4. Catastrophe: If the date and cause of loss match the parameters for Hurricane Irma, the Catastrophe field will open. Select Hurricane Irma 2017 if applicable. 5. Click a Severity button.
	Loss Information Loss Date * / /2017 #1 Loss Cause * #2 Sub Loss Cause * #3 Catastrophe * Hurricane Irma 2017 #4 Loss Description * Severity * External damage to include sheds, fences, detached buildings from the main dwelling External damage to include multiple missing shingles or siding, broken windows or int External damage to include roof damage with exposed underlayment or an exposed v External damage to include structural damage to the home or collapsed ceilings or a
5	Once you complete all fields, select Next :
	New FNOL
	Cancel Next ≥
	Reported By Loss Information



6	Select Finish:
	New FNOL Submit Claim
	Cancel Sack Finish
	Please click the 'Finish' button to submit the FNOL to ClaimCenter
7	Once submitted, you will receive a claim number. You will also receive a paragraph of information you should read your customer.
	Note: The verbiage below is a sample and may change given the
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	Note: The verbiage below is a sample and may change given the details of the claim. New FNOL Saved Claim 001-00-000100 has been successfully saved. Please read to the caller Your claim number is 001-00-000100 and your claim has been assigned to Citizens Adjuster. You will be contacted within 4 days by a Citizens claims representative who will provide you with the name and direct phone number of the adjuster assigned to your claim. Until that time, please make any necessary, temporary repairs to keep your property from becoming further damaged. Should temporary repairs and provide the receipts to your adjuster at the time of inspection. If you have not been contacted within 4 days; please call Citizens toll free number: 1- 866-411-2742. Is there anything else I can help you with today Mr. / Ms.

End of process