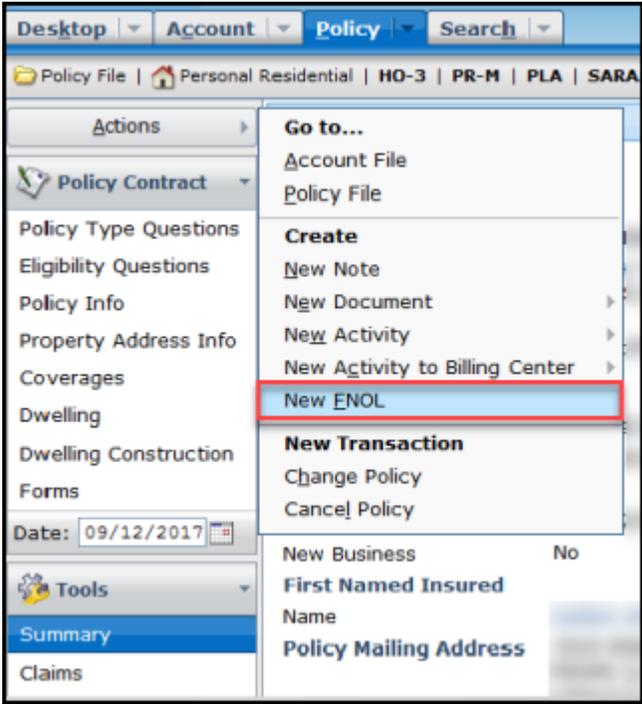
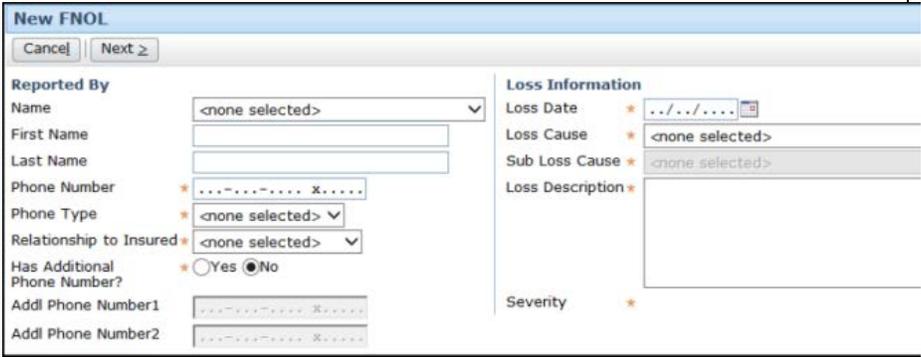




## Reporting a Claim after Hurricane Irma

Reporting a Claim after Hurricane Irma

Step	Action
1	Access the policy in PolicyCenter®.
2	<p>From the <i>Actions</i> menu, select <b>New FNOL</b>:</p>  <p>Result: The <i>New FNOL</i> screen opens:</p> 
3	Complete all <i>Reported By</i> fields:



4	<p>Complete all <i>Loss Information</i> fields:</p> <ol style="list-style-type: none"> <li>1. <i>Date of Loss</i>: The date the loss occurred</li> <li>2. <i>Loss Cause</i>: The direct cause of damage</li> <li>3. <i>Sub Loss Cause</i>: The proximate cause of the damage</li> <li>4. <i>Catastrophe</i>: If the date and cause of loss match the parameters for Hurricane Irma, the <i>Catastrophe</i> field will open. Select <i>Hurricane Irma 2017</i> if applicable.</li> <li>5. Click a <i>Severity</i> button.</li> </ol>
5	<p>Once you complete all fields, select <b>Next</b>:</p>



6	<p>Select <b>Finish</b>:</p> <div data-bbox="553 327 1443 478"><p><b>New FNOL Submit Claim</b></p><p>Cancel   ≤ Back   <b>Finish</b></p><p>Please click the 'Finish' button to submit the FNOL to ClaimCenter</p></div>
7	<p>Once submitted, you will receive a claim number. You will also receive a paragraph of information you should read your customer.</p> <p><i>Note:</i> The verbiage below is a sample and may change given the details of the claim.</p> <div data-bbox="553 720 1443 982"><p><b>New FNOL Saved</b></p><p>Claim <b>001-00-000100</b> has been successfully saved.</p><p><b>Please read to the caller</b></p><p>Your claim number is <b>001-00-000100</b> 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 be necessary, keep all damaged parts that are repaired or replaced. We ask that you also keep all receipts for 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. _____? Thank you for calling Citizens.</p></div>

*End of process*