



INTERWEST
INSURANCE SERVICES, INC.

Claims Procedures

InterWest Insurance Services suggest the following steps be taken in the event of a catastrophic loss to your property.

After a loss has occurred:

- ▶ Contact our Claims Department immediately to report the loss. We will forward the details of your claim to your insurance carrier(s) and you will be contacted by their adjuster. You should follow the instructions provided and keep a detailed log of the names of the people you speak with, dates, times and a summary of the pertinent points of each conversation.
- ▶ In the event of a loss occurring after 5:00 p.m. PST, log into our website, www.iwins.com, click on “Contact Us” and “Emergency Claims.” You’ll find 24/7 emergency claim reporting phone numbers for the majority of our carriers. Contact the carrier as soon as possible to report the claim so that they can assist you with the initial processing.
- ▶ Take the necessary precautions to prevent further loss to your property. Insurance policies may not cover ensuing damage if you have not taken reasonable steps to protect against subsequent damage.
- ▶ Take pictures documenting damages.
- ▶ Do not rush into repairs or rebuilding without first considering all alternatives.
- ▶ Make only the necessary emergency repairs and do not repair or replace anything without first getting instructions from your adjuster, as your insurance carrier’s visual inspection of your loss and approval may be necessary to initiate repairs.
- ▶ Do not discard damaged property until your adjuster advises you it is all right to do so.

If you have questions or concerns, our claims department can provide technical assistance.

Let our experience guide you.