



Dear New Client,

It was a pleasure speaking with you today. You will find all our required documentation to assist you with your claim attached to this email. These documents are as follows:

- Client Welcome Letter
- What to Expect Document
- Duties After Loss Document

Our job as your Public Insurance Adjuster Firm is to represent you in your claim against your insurance company. For us to provide our services successfully to you, please send all documentation from the insurance company and your Contractor to Jennifer@elliottclaimservices.com. These documents include your insurance policy, engineer or building consultant reports, previous estimates from a contractor, photos, contractor documents if previously provided to the carrier, and anything else you may have that pertains to your claim. We will also need a timeline of events regarding the loss.

We start all claims as if they are new. In order to do that we must be able to handle all aspects of the claim process. To allow us to perform our job effectively we must have your full cooperation on the following. [No further communication with your insurance company](#) or any other representative of them such as any independent adjusting firms, ladder assist roof inspectors, engineers, or building consultants, etc, for any reason once the contract has been signed. The Insurance Company and their representatives possibly will call you. You need to tell them that all communication is to go through the office of my public adjuster and give them our office number – 877.405.4055. If anyone from the insurance company or one of its representatives contacts you, send an email to our office with the person's name and contact information so we can reach out to them immediately. [Do not allow any carrier representative on your property without one of our Licensed Public Adjusters onsite to represent you.](#)

How we calculate our fee:

[We charge 10% on the Replacement Cost Value \(RCV\) of the settlement offer](#) from the insurance company. (In Texas, a licensed Public Insurance Adjuster can NEVER charge more than 10% of the amount of the insurance settlement on the claim) You will be charged the 10% fee if we increase your previous undisputed payment by at least 25%. Example: Original claim payment: \$100,000.00 (Need to increase by 25% = \$125,000.00 or greater) when we bring the undisputed to \$125,000.00 our office generates your invoice for the \$12,500.00 due. If at the end of the claim we do not increase the RCV amount to a 25% increase or higher, we will charge 25% of the increased amount only. Ex – \$100,000.00 prior to our involvement, increase to \$124,000. We would charge 25% on the increase of \$24,000 so your invoice would be for \$6,000.00.

[We send an invoice for every payment issued during the life of the claim.](#) Sometimes the carrier makes multiple payments as we negotiate with them. We do not hold our invoice until the end. We invoice as they come into our office. [We've worked hard for you. Please pay us on time.](#)

Should you need anything or have any questions or concerns you can reach out to me at any time. Thank you in advance. I look forward to assisting you with your claim.

Welcome,

Elliott Claim Services, LLC