Insurance Restoration Process

1. **Inspecting the Roof.** A Roofing Giant Specialist will conduct an inspection of your house to determine the extent of damage to your roof, siding, gutters, windows and the interior of your home.
2. **Filing the Claim.** We will ask you to call your insurance company to initiate a claim. (Unfortunately, insurance companies do not allow us to do this for you.)
3. **Starting the Process.** Once you have an insurance claim number, our Roofing Specialist will contact the Insurance Adjuster assigned to the claim, and on your behalf, we will begin the restoration process.
4. **Meeting the Adjuster.** Our Roofing Specialist will meet with the adjuster and point out all of the damage. If the Adjuster agrees with our assessment, we will notify you immediately.
   If they disagree or refuse to pay for everything we feel you are entitled to, we will still notify you immediately. We will then request that a different Adjuster re-inspect your house. If they still refuse to pay you what we honestly feel you are entitled to, we can have an arbitrator inspect your house. Once again, you are kept apprised on a daily basis.
5. **Reviewing Adjuster Report.** Once we receive approval from your insurance company, two things happen simultaneously. The Insurance Adjuster will tell your insurance company to write you a check for at least half the total cost of the project. While you are waiting for your money, you and our Roofing Specialist will pick out building materials and color. Also, our Roofing Specialist will collect the insurance deductible, which is typically 1% of the home value. This is your only out-of-pocket expense.
6. **Delivering Material.** Next, we will order roofing material to replace your roof.
7. **Receiving Material Drop Check.** When the materials are delivered, which is usually in the morning on the day of installation Roofing Specialist will do a thorough inspection and make sure all of the materials delivered are the right colors, and everything is correct. Also, at that time, our Roofing Specialist will collect the first check you will have received from the insurance. In the construction industry, it's called a "Material Drop Check" because the materials have been dropped off at the work site.
8. **Restoring the Property.** Once the Material Drop Check has been picked up, we will replace your roof and do other repairs required for your property. It usually takes one day to replace the roof and all other parts of the project such as gutter, window screens, etc., are done right after roof installation.
9. **Managing the Project.** On the day of construction Roofing Specialist will be here to meet with the crew and help make sure any special instructions you might have are followed.
10. **Completing Final Inspection.** Once everything is completed, you and Roofing Specialist will go over the Inspection Checklist together, point-by-point, to confirm everything has been completed to your satisfaction.
11. **Invoicing.** After completion of the work on your house, our Accounting Staff will invoice your insurance company for the remainder of the money they owe us for the project. When you receive final payment from your insurance company, Roofing Specialist will come to your house to pick up the check and do a final inspection, to make sure you are completely satisfied.