



Baker Roofing & Construction, Inc

Property Insurance Claims Made Simple

SIMPLE GUIDE TO UNDERSTANDING THE
INSURANCE CLAIM PROCESS

Baker-Roofing.com

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ABOUT THE OWNER

Chris Baker, founder and president of Baker Roofing & Construction, Inc, began his roofing and construction career when he was a junior in high school. At that time he was calling and setting up appointments for a local roofing company. After high school, he started and operated two successful businesses, a landscaping and a construction clean up business. After two years, he sold those companies to learn about the roofing business.

By 2003, Chris opened Baker Roofing & Construction. He took what he had learned as a roofing salesman and inspector and began to build a company that was focused on honesty, integrity, and customer service. During his time working for other companies, he quickly learned that there were too many dishonest salesmen and company owners in the roofing and construction industry. He wanted to provide customers an option to choose a company that is truly focused on the customer experience. Baker Roofing & Construction was crafted to help customers by providing solutions to their problems and giving them the very best workmanship possible. Baker Roofing & Construction, since its inception, has always put the customer's satisfaction before profitability.



FIND ME

Email :

info@baker-roofing.com

Website :

www.baker-roofing.com

Instagram :

[@bakerroofingtexas](https://www.instagram.com/bakerroofingtexas)

Twitter :

[inc_baker](https://twitter.com/inc_baker)

Facebook :

[bakerroofingtexas](https://www.facebook.com/bakerroofingtexas)

Why to File a Claim

Property insurance is not cheap. You pay your insurance company to restore your home when it has been damaged by a storm. Your right, as the insured, is that your home will be fully restored to pre-storm conditions, all damages included.

Some homeowners are worried that their insurance premiums will increase if they file a claim. However, this is simply untrue. Insurance companies are not allowed to raise premiums based on previous property damage claims resulting from natural acts, such as hail or tornado damage.

"Damage from natural acts DO NOT raise insurance premiums"

Consequently, fire claims can result in higher premiums. Fire claims, on average, result in exceptionally large claims, often total loss. Therefore, a fire claim will likely increase your insurance rates, but typically it is your only option to completely restore your home.



HOW LONG DO I HAVE TO FILE A CLAIM?

A claim can be filed within one year of the storm date, after this time has expired an insurance company does not have to pay for the repairs.



In some cases, the needed repairs are minor, and we will provide you an estimate to complete those repairs and will not advise you to file an insurance claim.

When to File a Claim

Severe hail, strong winds, and tornados can wreak havoc on your home and property. These natural acts can cause damage to your roof, gutter, windows, and HVAC systems. This damage, if not properly repaired, could lead to roof leaks, mold, and rot.

So how do you know when to file a claim? The best way is to have Baker Roofing & Construction, Inc perform a complete storm damage inspection. We will inspect the complete property including the roof, windows, siding, HVAC, and more. Anything that could have been affected by the storm will be thoroughly inspected for storm damage.

After the inspection, we will advise you of any storm damage found and the necessary repairs needed to keep your home in good repair. We will advise you to file a claim if the costs of your repairs will exceed your deductible.

In some cases, the needed repairs are minor, and we will provide you an estimate to complete those repairs and will not advise you to file an [insurance claim](#).

However, when a roof replacement is required for example, we would advise you to file a claim with your insurance company



The Claims Process

The claims process begins once your roof has been inspected by a roofing professional and you have been advised that the damage is bad enough to warrant a claim.

The claims process is divided up into five major phases with include:

1. Filing the Claim
2. Adjuster Inspection
3. Loss Estimate
4. The Supplement
5. Repairs

Before diving into the process, we will first discuss the terms and definitions that you need to know. First, the Insurance Policy Terms and then the Loss Estimate Terms.

Policy Terms



ACV Policy

With an ACV policy all depreciation is non-recoverable. Therefore, when damage occurs to the insured's property, the insured will not only be responsible to pay the deductible amount, but also the depreciation.



Code Upgrade Cap

Code upgrades caps are the total amount the insurance will pay for building code upgrades on any one claim. As time goes on, building codes are updated to ensure the safety and longevity of buildings. Therefore, when an older home is being repaired, the code for a particular item may have been upgraded from the original standards at the time the home was built. In these cases, we must meet the current building code to legally complete the repair.



Policy Cap

The Policy Cap is the total amount of dollars allowed for any one claim and is typically broken up by Dwelling Cap, Other Structures Cap and Contents Cap. For example, let us assume the RCV total of the Dwelling section for a Loss Estimate is \$175,000 but the policy cap is \$150,000. Then the insured would need to pay the deductible and \$25,000 to complete the repairs.



Other Structures Cap

This is the same as above but will only refer to items that fall under the Other Structures section of the insurance policy.

Insurance Scope Definitions



Dwelling

This section of the estimate will cover all loss items related directly to the primary residence including all attached structures like patios, garages, and carport.



Contents

This is the portion of the estimate allows for the customers possessions that were lost as a result of the storm damage (furniture, food, tools, etc.).



Other Structures

Other structures include detached garages, pool houses, sheds, fences, and any building or structure that is not attached to the primary residence.



RCV

RCV stands for Replacement Cost Value which is the total cost to replaced or repair the damage to new condition. .

Insurance Scope Definitions (cont)



Deductible

The deductible is the amount required to be paid by the insured for each claim. Although typically 1% of the property value, it could be more depending on the terms negotiated at the time of the policy purchase.



Depreciation

The simple definition for depreciation is the loss of value over time. Another way to look at it is a loss of value due to usage. Insurance policies will consider the age of an item and will reduce the value of that item by a predetermined percentage.



ACV

Actual Cost Value is the RCV less the depreciation. If an item's RCV is \$400 and the Depreciation is \$150, then the ACV for that item will be \$250.



O&P

O&P stands for Overhead and Profit that has been awarded to the contractor to manage and oversee the completion of the repairs. This allows for the many hours behind the scenes that is required to order materials, schedule subcontractors, supervise, and complete all other tasks on and off the jobsite.

O&P	RCV	DEPREC.
56.70	340.14	(80.12)
51.54	309.17	(213.01)
26.02	156.09	(43.80)
10.08	60.44	(41.01)
131.86	791.14	(147.92)
101.78	610.61	(103.56)

MORE ABOUT DEPRECIATION

It is important to note that there are two types of depreciation, Recoverable and Non-recoverable Depreciation. Items with Recoverable Depreciation will be initially devalued, however, once replaced, or repaired, that percentage is collected. Non-recoverable depreciation will not be paid even if replaced. It is commonly denoted on the estimate as an amount between less than and greater than symbols. For example, <\$100> would mean that the item was devalued by \$100 and will not be reimbursed.

Get Started

01

FILE THE CLAIM

When its time to file the claim there are few important things to know. First, if you have not already had your roof inspected by Baker Roofing & Construction, it is a good idea to not clarify what kind of damage your roof has. Just tell them storm damage. Be as vague as possible.

You may be asking why? Isn't the insurance company there to help me? In most cases, yes, they are there to help you however, in our experience we have handled some exceedingly difficult insurance claims. In these rare occasions, insurance companies had refused to pay for certain damages because when the homeowner called to make the claim, they, unknowingly, gave the wrong information.



WHEN UNNOTICED STORM DAMAGE FINALLY BECOMES APPARENT BECAUSE OF LEAKING, PROVIDING THE WRONG STORM DATE COULD ALSO PRESENT PROBLEMS.

When unnoticed storm damage finally becomes apparent because of leaking, providing the wrong storm date could also present problems. To avoid all this confusion and difficulties, we advise all customers to have their home inspected prior to making a claim. Baker Roofing & Construction's trained inspectors are able to identify the type of storm damage and provide a storm date from our specialized software that tracks national weather data.

Our representative will even help you file a claim while onsite to ensure that the insurance company is getting the most accurate account of the damage to your property.

THE INSPECTION

02

ADJUSTER APPOINTMENT

Your insurance company will assign an adjuster to come inspect your home. They will look for damages and determine if they are willing to replace or just repair the damages. Increasingly, these inspections may be done by drone, by a third-party company, or even completely offsite. We find that with these types of inspections, many damaged items may be missed.

Baker Roofing & Construction sends a representative out to every adjuster inspection. We do this so that we can help the adjuster find all the damage that we have previously discovered. Often, we can make the process of repair much smoother by being there to meet the adjuster for the inspection.



Item Description	Quantity	Unit	Unit Price	Total Price	Material %	Material Cost	LABOR	LABOR %	LABOR Cost	TOTAL
1. Asphalt/Flt Shingles - 30 Year	10,000	Sq Yd	1.50	15,000	50%	7,500	7,500	50%	7,500	15,000
2. Underlayment - 30 Year	10,000	Sq Yd	0.50	5,000	50%	2,500	2,500	50%	2,500	5,000
3. Drip Edge	100	Lf	1.00	100	50%	50	50	50%	50	100
4. Gutter - 5" K Style	100	Lf	1.00	100	50%	50	50	50%	50	100
5. Flashing - 30 Year	100	Pkts	1.00	100	50%	50	50	50%	50	100
6. Vent Pipe - 30 Year	100	Pkts	1.00	100	50%	50	50	50%	50	100
7. Soffit - 30 Year	100	Sq Yd	1.00	100	50%	50	50	50%	50	100
8. Fascia - 30 Year	100	Lf	1.00	100	50%	50	50	50%	50	100
9. Trim - 30 Year	100	Lf	1.00	100	50%	50	50	50%	50	100
10. Total				16,100		8,050	8,050		8,050	16,100



03

LOSS ESTIMATE

You will receive loss paperwork or sometimes referred to Loss Estimate or Scope of Loss.

This is an itemized estimate that details your damages and the scope of work needed to restore the property. Listed below are common terms definitions that will help you understand the estimate.

LOSS ESTIMATE SECTIONS

When you receive your Loss Estimate paperwork from the insurance company it will typically consist of at least these three parts, the information sheet, the estimate, and the pay sheet.

Insured: John Doe
 Property: 55 BONYWOOD DR
 DALLAS, TX 75243-2702
 Home: 55 BONYWOOD LN
 DALLAS, TX 75243-2702
 Cell: (855) 766-3777
 Home: (855) 766-3777
 E-mail: INFO@BAKER-ROOFING.COM

Claim Rep.: DAVIS, MICHAEL
 Business: 8500 WIND AVE
 FRISCO, TX 75024
 Cell: (855) 766-3777
 Business: (855) 766-3777
 E-mail: INFO@BAKER-ROOFING.COM

Claimant: DOE, JOHN
 Cell: (214) 794-6087

Estimator: DAVIS, MICHAEL
 Company: Insurance Company
 Business: PO BOX 515097
 DALLAS, TX 75206
 Cell: (855) 766-3777
 E-mail: INFO@BAKER-ROOFING.COM

Reference:
 Company: Insurance Company

Claim Number: 041239174-01 **Policy Number:** HO5905513 **Type of Loss:** Hail

Date Contacted: 4/14/2021 12:00 AM
Date of Loss: 4/9/2021 12:00 AM
Date Inspected: 4/17/2021 12:00 AM
Date Received: 4/13/2021 12:00 AM
Date Entered: 4/14/2021 8:37 AM

Price List: TXDFPK_APR21
 RestorationServiceRemodel

Information Sheet

The information sheet provides the contact details of the adjuster, the policy and claim numbers as well as the date of the loss and type of loss (hail, wind, hurricane, etc.) See Figure 1

The Estimate

The estimate is the main part of the paperwork where you will find the itemized list of the damaged items to be repaired or replaced. Each line item includes the item, the measurement or quantity, the unit price, RCV, ACV and the O&P amount if applicable. See Figure 2

Estimate: Single View
 Estimate: Single View

Item Description	Quantity	Unit Price	RCV	ACV	O&P
1. Remove and replace asphalt shingles...	1200	15.00	18000.00	12000.00	6000.00
2. Install new asphalt shingles...	1200	15.00	18000.00	12000.00	6000.00
3. Remove and replace roof decking...	1200	15.00	18000.00	12000.00	6000.00
4. Install new roof decking...	1200	15.00	18000.00	12000.00	6000.00
5. Remove and replace roof trusses...	1200	15.00	18000.00	12000.00	6000.00
6. Install new roof trusses...	1200	15.00	18000.00	12000.00	6000.00
7. Remove and replace roof rafters...	1200	15.00	18000.00	12000.00	6000.00
8. Install new roof rafters...	1200	15.00	18000.00	12000.00	6000.00
9. Remove and replace roof sheathing...	1200	15.00	18000.00	12000.00	6000.00
10. Install new roof sheathing...	1200	15.00	18000.00	12000.00	6000.00
Total Estimate			216000.00	144000.00	72000.00

Pay Sheet

The pay sheet is the breakdown that lists out the RCV amount, taxes, deductible, depreciation, prior payments, and the remaining balance. See Figure 3

Estimate: Single View
 Estimate: Single View

Estimated Total	216000.00
Estimated Taxes	10800.00
Estimated Total Value	226800.00
Less Deductible	(10000.00)
Adjusted Total Value	216800.00
Less Depreciation	(10000.00)
Net of Depreciation	206800.00
Less Insurance Deductible	(10000.00)
Net of Insurance Deductible & Depreciation	196800.00

INFORMATION SHEET

Insurance Company

Insured: John Doe
Property: 55 BONYWOOD DR
DALLAS, TX 75243-2702
Home: 55 BONYWOOD LN
DALLAS, TX 75243-2702
Cell: (855) 766-3777
Home: (855) 766-3777
E-mail: INFO@BAKER-ROOFING.COM

Claim Rep.: DAVIS, MICHAEL
Business: 8500 WIND AVE
FRISCO, TX 75024
Cell: (855) 766-3777
Business: (855) 766-3777
E-mail: INFO@BAKER-ROOFING.COM

Claimant: DOE, JOHN
Cell: (214) 794-6087

Estimator: DAVIS, MICHAEL
Company: Insurance Company
Business: PO BOX 515097
DALLAS, TX 75206
Cell: (855) 766-3777
E-mail: INFO@BAKER-ROOFING.COM

Reference:
Company: Insurance Company

Claim Number: 041239174-01

Policy Number: HO5905513

Type of Loss: Hail

Date Contacted: 4/14/2021 12:00 AM

Date of Loss: 4/9/2021 12:00 AM

Date Inspected: 4/17/2021 12:00 AM

Date Received: 4/13/2021 12:00 AM

Date Entered: 4/14/2021 8:37 AM

Price List: TXDF8X_APR21
Restoration/Service/Remodel

Estimate: JOHN_DOE

FIGURE 1

ESTIMATE

Insurance Company

CONTINUED - Exterior

DESCRIPTION	QUANTITY	UNIT PRICE	TAX	O&P	RCV	DEPREC.	ACV
14. R&R Storm door assembly	1.00 EA	269.78	13.66	56.70	340.14	(80.12)	260.02
15. R&R Aluminum window, single hung 9-12 sf (2 pane)	1.00 EA	244.55	13.08	51.54	309.17	(213.01)	96.16
16. R&R Fascia - metal - 6"	28.00 LF	4.51	3.79	26.02	156.09	(43.80)	112.29
17. R&R Glazing bead - Vinyl	16.00 LF	2.98	2.68	10.08	60.44	(41.01)	19.43
18. R&R Siding - aluminum (.024 thickness)	100.00 SF	6.29	30.28	131.86	791.14	(147.92)	643.22
19. R&R Wrap wood window frame & trim with aluminum sheet - Large	2.00 EA	250.38	8.07	101.78	610.61	(103.56)	507.05
Totals: Exterior			98.23	511.60	3,069.20	779.34	2,289.86
Total: 0			465.91	511.60	15,554.67	2,977.38	12,577.29

Labor Minimums Applied

DESCRIPTION	QUANTITY	UNIT PRICE	TAX	O&P	RCV	DEPREC.	ACV
20. Door labor minimum	1.00 EA	60.41	0.00	12.08	72.49	(0.00)	72.49
21. Window labor minimum	1.00 EA	103.68	0.00	20.74	124.42	(0.00)	124.42
Totals: Labor Minimums Applied			0.00	32.82	196.91	0.00	196.91
Line Item Totals: JOHN_DOE			465.91	544.42	15,751.58	2,977.38	12,774.20

Grand Total Areas:

0.00 SF Walls	0.00 SF Ceiling	0.00 SF Walls and Ceiling
0.00 SF Floor	0.00 SY Flooring	0.00 LF Floor Perimeter
0.00 SF Long Wall	0.00 SF Short Wall	0.00 LF Ceil. Perimeter
0.00 Floor Area	0.00 Total Area	0.00 Interior Wall Area
513.53 Exterior Wall Area	0.00 Exterior Perimeter of Walls	
4,020.64 Surface Area	40.21 Number of Squares	385.65 Total Perimeter Length
86.94 Total Ridge Length	91.43 Total Hip Length	

FIGURE 2

PAY SHEET

Insurance Company

Summary for Dwelling

Line Item Total	14,741.25
Material Sales Tax	465.91
Subtotal	15,207.16
Overhead	272.21
Profit	272.21
Replacement Cost Value	\$15,751.58
Less Depreciation	(2,977.38)
Actual Cash Value	\$12,774.20
Less Deductible	(2,661.00)
Net Claim	\$10,113.20
Total Recoverable Depreciation	2,977.38
Total Paid When Incurred	709.77
Net Claim if Additional Amounts are Recovered	\$13,800.35

Additional Amounts include depreciation that has been recovered and Paid When Incurred (PWI) items. Paid When Incurred (PWI) items refer to items, which may not be necessary in the repair of your property damaged by a covered loss. If incurred, or completed, reimbursement of reasonable costs will be made up to the maximum amounts identified as eligible for PWI in the estimate.

Dwelling Paid When Incurred

Line Item Total	599.48
Material Sales Tax	1.89
Subtotal	601.37
Overhead	54.20
Profit	54.20
Replacement Cost Value	\$709.77
Total Paid When Incurred	\$709.77
Net Claim	\$10,113.20
Net Claim if Additional Amounts are Recovered	\$13,800.35

DAVIS, MICHAEL

FIGURE 3

Contractor Duties



REVIEW OF THE ESTIMATE AND SUPPLEMENTS

The contractor starts working for you from the initial call doing the first inspection and adjuster meeting, but the real work begins once the adjuster sends the Loss Estimate.

Carefully reviewing the Loss Estimate, the contractor will make notes of any damaged items that were not included, listed incorrectly, or priced wrong. He will then create an estimate and send it to the insurance company to be corrected or added to the claim. This process is known as a Supplement.

04

SUPPLEMENTING THE CLAIM

Supplements are an important part of the insurance claim process. The insured are entitled to their property being fully restored, in accordance with their policy, and supplements ensure all damages are properly paid for by the insurance company. After all, the point of paying for insurance year after year is to have your home completely restored if damaged. As we have already mentioned, the supplement process is especially important, but can also

be a lengthy process. While your insurance agent is on your side, the insurance company is in the business of paying the least amount possible per claim. Perhaps, this is why so many insurance claims need supplements. Insurance companies may argue that the supplement from the contractor is not warranted and the opinion of a third-party maybe required, such as an engineer's report or public adjuster estimate.

Insured:	Joe Davis	Home:	(855) 877-3777
Property:	5600 Hillcrest Ave Dallas, TX 75226	E-mail:	info@baker-roofing.com
Claim Rep.:	Chris Baker	Cellular:	(214) 566-1893
Position:	Owner	E-mail:	chris@baker-roofing.com
Company:	BAKER ROOFING & CONSTRUCTION INC.		
Estimator:	Chris Baker	Cellular:	(214) 566-1893
Position:	Owner	E-mail:	chris@baker-roofing.com
Company:	BAKER ROOFING & CONSTRUCTION INC.		

Claim Number: 19-00852604 Policy Number: NONE Type of Loss: hail and wind damage

Date Contacted:	4/21/2021	Date Received:	4/21/2021 12:00 PM
Date of Loss:	3/22/2021	Date Entered:	5/3/2021 9:43 AM
Date Inspected:	4/21/2021		
Date Est. Completed:	5/5/2021 8:29 AM		

Price List: TXDFRX_MAY21
Restoration/Service/Remodel
Estimate: DAVIS_JOE

SCHEDULE AND PERFORM REPAIRS

Once the contractor can be sure that the estimate is correct and whole, they can begin scheduling the repairs. Repairs can take as little as 1 day to replace a small roof to several months for extensive damage like what hurricanes and flooding create.

Regardless of time, all repairs will be completed as quickly as possible. At the completion of the job or stage for longer jobs, the repairs will be inspected to for quality assurance. At Baker Roofing & Construction the work is not complete until it is done right to the highest standard. We often leave your house better than pre-storm condition.

SUPPLEMENTING (cont)

It is even possible that the insurance company is not willing to work with the contractor at all and the insured are forced to hire a lawyer to come to a resolution. We never want this outcome as it will prolong repair of your home on average by a year. In our experience, if we are able to meet with the field adjuster at the time of the inspection, we are able to get all damages accounted for without incident. This initial meeting helps to establish a report between the contractor and the insurance company.

If we are able to meet with the field adjuster at the time of the inspection, we are able to get all damages accounted for without incident.





CLAIM FINALIZATION

Once the work is all finished, the contractor will send invoices to the insurance company for all the work that has been completed. The insurance company will then release depreciation for all the invoiced items and send a check to the homeowner or mortgage company. Insurance companies will only release depreciation on items that have been repaired. For any items the insured does not repair, they will lose the depreciation for those items. Additionally, the insurance company will likely not pay for them again in any future claims.

If we are able to meet with the field adjuster at the time of the inspection, we are able to get all damages accounted for without incident.



FAQ - COMMON QUESTIONS

Here are a few frequently asked questions that we get that will help you further understand the insurance process.



Why is the check made out to me and some other company?

If your check includes the name of your mortgage company it is because the insurance company is required to include their name on the payment to you, per the mortgage clause on your policy. The check must be presented to them for their endorsement. The mortgage company will then send a check out to you. Incomplete endorsements will result in the check being returned without payment.



How is my initial Dwelling payment determined?

Subject to the applicable deductible and policy conditions, Dwelling payments are generally based on the cost to repair or replace the damaged property with similar construction and for the same use on the same premises. The insurance company will pay the ACV amount prior to repairs are completed and will pay the depreciation amount once all the work is done.

FAQ - CONTINUED



What if my contractor's estimate is different from the Loss estimate?

Most roofing companies will agree to complete your restoration for the amount that the insurance will pay. When additional funds are needed, the company will submit a supplement. However, if you decide that you do not want to have to provide an estimate, you will be responsible for any additional costs. You may be able to send the invoice into the insurance for reimbursement.



Do I have to pay my deductible?

The [deductible](#) is the amount that the insurance company requires you to pay for the repairs. While you are always required to pay this amount, some states have made it illegal for the contractor to waive the deductible or provide any kind of assistance or deductions on insurance claims.

THANK YOU

We hope that you found this information helpful to guide you through the insurance claims process for repairs to your home after storm damage. If you have any questions please feel free to send your questions to info@baker-roofing.com; we are always here to help you with all your roofing and construction projects and questions.

Baker Roofing & Construction, Inc specializes in storm restoration insurance claims in Texas, Oklahoma and Louisiana. Since 2003, our goal has been to help people during some of the most difficult times in thier lives. We are here to help you with your home or business to restore it to better than pre-storm conditions.

CONTACT US IF YOU HAVE ANY QUESTIONS

Phone : (855) 766-3777

Email : info@baker-roofing.com

Website : www.baker-roofing.com

