UMIALIK INSURANCE COMPANY
Peace of mind. Made in Alaska.®

Understanding Our Claims Process

What to do after a property loss

1. Make sure your home is secure from further damage. Take steps to mitigate your damage by completing temporary repairs, drying out any water damage, etc. It is your responsibility to protect your property from further damage.

2. We will work with you to schedule inspections, discuss temporary repairs, and gather information about the loss. This will likely require you to provide information to the company about your property and how the loss occurred. You may be asked to sign a proof of loss to itemize the damaged property and the cost to repair or replace it.

3. You will likely need to provide an inventory list of damaged property. You should begin making a detailed list of all damaged or destroyed personal property early in the claim process. Do not throw out damaged property until you have met with an adjuster. If you need to remove it to protect your property from further damage, take photos of the damaged area before moving the property.

4. Your policy has a complete list of duties required of you after a loss that we recommend you review.

The adjuster's inspection

The adjuster will determine the scope of necessary repairs to your property from a covered cause of loss and prepare an estimate of the damage, when appropriate. It is important to attend the inspection and point out any areas of suspected damage to the adjuster so that the claim can be fully documented. Please provide the adjuster with any pictures, receipts, invoices, or additional information that you believe is pertinent to your claim. The adjuster may ask you for this information as well.

My inspection took place, what is the next step?

If an independent adjuster is involved in your claim, they will inspect your property and compile a report. The report will be submitted to Umialik and reviewed by our team. Once reviewed, you will be contacted to discuss the findings of the inspection. You will also be provided with a breakdown of any payment and a copy of the adjuster's estimate. We recommend you take time to review the paperwork in full and provide it to the contractor you choose to repair your property.

Choosing a contractor

Following a storm, contractors may go door-to-door asking to inspect your property for storm damage. We caution you not to sign any agreements prior to our inspection of the property, as these agreements could bind you to uncovered repairs or to require you to use only the specific contractor soliciting your business. Ultimately, you have the right to choose a contractor to repair your house. Prices charged by contractors vary widely, and it is prudent to seek multiple bids on the repair and carefully check the contractor's credentials and references. We will also provide a repair estimate as part of the claim process.

It is important to do your research on contractors. We recommend working with a licensed local contractor. Ask friends, family members, and neighbors for their recommendations. Read reviews and review any contracts in detail prior to signing a contract with a contractor.

When will I get a check?

Claims are processed in the order that they are received. Payment options include EFT and other electronic deposits. We utilize a payment vendor that sends an email to you, allowing you to choose the type of payment you would like to receive. The adjuster will discuss the necessary information to issue payment in your preferred method. If a physical check is issued, please allow 7-10 days for mailing.

Be sure to provide us with an email address and mobile number to ensure this process is seamless.

If applicable, the mortgage company may be included as a payee on the check. It is important to reach out to your mortgage company directly regarding their insurance check endorsement procedures, as each company has different requirements.

Please note, the first payment may be for the Actual Cash Value (ACV). The ACV is the cost to repair or replace damaged property minus depreciation. Depreciation is a decrease in the value of that item due to its age and condition. If you have Replacement Cost Coverage on your policy, this depreciation is recoverable once the item is repaired or replaced. Mortgage holders may need to be included on the payment when they are included as a loss payee on your policy.

Where can I send information about my claim?

Email:
newloss@umialik.com

Mail:
Umialik Insurance Company
725 E. Fireweed Lane, Suite 500
Anchorage, Alaska 99503

Fax:
(855) 921-5670 or (907) 269-7760