

Consultation preparation

Bring what you have. You do not need a finished inventory or estimate before contacting Hillis. Keep originals and share documents only through an agreed, appropriate channel.

- ☐ Policy declarations, policy wording and endorsements, if available.
- ☐ Loss date, property location and a short description of what happened.
- ☐ Insurer and claim number, if already reported.
- ☐ Photos, inspection notes, estimates and emergency-work receipts.
- ☐ Correspondence, payments, requests for information and any denial letter.
- ☐ A list of your questions and any dates or deadlines mentioned in correspondence.

What happened / when?

Claim stage / insurer correspondence

Documents available / missing

Questions for the conversation

General organizational aid only. Policy requirements and deadlines vary. This worksheet does not file a claim, establish coverage or create a representation agreement.

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Working record

Use additional copies as needed. Keep original evidence with your records.

Question / document	Answer / action / person / date

Further guidance: floodsmart.gov/recover/document-damage
Preparedness: noaa.gov/prepare-before-hurricane-season

For immediate danger call local emergency services (911 in the U.S.). Do not delay emergency assistance to complete this record.