



Three ways to File a Claim 24/7

1. **Phone:** (877) 581-4862
2. **Mobile App:** Security First Mobile
3. **Website:** Customer Portal at My.SecurityFirstFlorida.com

What is the Claims Process?

1. **File Your Claim:** Once you file your claim, a Claims Examiner will contact you as soon as possible regarding the status of your claim.
2. **Damage Documentation:** Take photos or videos to document the damage. We may utilize technologies (for instance, a mobile app) to help review your damage and expedite your claims process.
3. **Schedule an Appointment:** A Field Adjuster or First Choice Repair NetworkTM contractor will contact you to schedule an appointment. *TIP: Schedule the appointment when you or someone you trust can meet with the Field Adjuster or Contractor because we may need access to the interior of your home.*
4. **Damage Assessment:** We will create a damage report and contact you to review our findings.
5. **Status of Claim:** A Claims Examiner will contact you regarding the status of your claim. They will talk you through the claims process, tell you what to expect, and answer any questions.
6. **Resolving Your Claim:** We strive to complete your claim as quickly as possible; however, some claims are more complex than others and require additional inspections and investigation. Contact your Claims Examiner should you have any questions or concerns about your claim.

FAQs

- **What Does My Field Adjuster Do?** Field Adjusters inspect any interior and exterior damage and report their findings to the Claims Examiner.
- **What Does My Claims Examiner Do?** Your Claims Examiner is your primary point of contact. They are essentially the conductor of your claim. They review your policy coverage and review findings from Contractors and Field Adjusters.
- **How Does My Deductible Apply?** Your deductible is the out-of-pocket amount you pay before your insurance benefits apply. Please be aware that it is illegal for a contractor to waive your deductible.

Looking for a Contractor?

Whether you have filed a claim or not, as a Security First Insurance policyholder, you have access to our First Choice Repair NetworkTM. This Network is a comprehensive list of licensed and insured contractors who have undergone thorough background checks and vetting to service all your claim's needs. For information, either ask your Claims Examiner or email: Firstchoice@SecurityFirstFlorida.com



Security First Insurance is committed to Florida and being there for its customers storm after storm, year after year[®].

Customer Service:

- **Call:** (877) 333-9992
- **Office Hours:** Mon - Fri: 8:00 am – 8:00 pm & Sat - Sun: 8:30 am – 5:00 pm
- **Website:** SecurityFirstFlorida.com

SCAN ME

