



## 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 Network™. 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](mailto:Firstchoice@SecurityFirstFlorida.com)



## Do you need to File a Claim?

There are three easy ways to file a claim:

1. Phone: (877) 581-4862
2. Mobile App: Security First Mobile
3. Website: [SecurityFirstFlorida.com](http://SecurityFirstFlorida.com) or the Customer Portal [My.SecurityFirstFlorida.com](http://My.SecurityFirstFlorida.com)

[Click Here for More Information](#)



## Important Claim Information:

- Policy # \_\_\_\_\_
- Claim # \_\_\_\_\_
- Claim Examiner's Name \_\_\_\_\_
- Claim Examiner's Phone # \_\_\_\_\_
- Field Adjuster's Name \_\_\_\_\_
- Initial Appointment Date \_\_\_\_\_



**First Choice Repair**  
NETWORK™



**Security First Insurance**

STORM AFTER STORM, YEAR AFTER YEAR®



**YOUR  
CLAIM PROCESS  
INFORMATION**



## 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

We may utilize technologies (for instance, a mobile app) to help review your damage and expedite your claims process. Your Claims Examiner will have the right solution for you.

### 3. Schedule an Appointment

A Field Adjuster or First Choice Repair Network™ 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.



## Q&A

#### • 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.



## After Filing Claim

1. Take photos and/or videos of the damage.
2. Make temporary repairs such as tarping and board-up by utilizing our First Choice Repair Network™ to prevent further damage. Please avoid making permanent repairs.
3. Keep all receipts for repairs and expenses.
4. Do not discard any damaged personal property, appliances, or building materials, until given the approval from your Claims Examiner.
5. Be cautious signing any documents with contractors outside the First Choice Repair Network™.
6. Questions can be directed to your Claims Examiner.

