

What's Next Guide

(Knowing the insurance process and Sibley)

1. Loss Occurs

- a. Document your damage and expenses: take good pictures.
 - b. Contact your carrier via their 800-claims number or login to their online portal.
 - c. Do not dispose of damaged items until photographed and/or the adjuster advises otherwise.
 - d. Mitigate the loss to avoid further damages (tarps, board ups, initial or temporary repairs)
 - e. Keep all receipts for expenses related to the loss.
- Once you contact Sibley, we will have our team onsite to scope the property within 2 hours in case of an emergency or 48 hours for a non-emergency. (Sibley will document and sketch the loss and if an emergency start mitigating once a work authorization is signed/deductible collected).

2. Communication with the Carrier

- a. The adjuster will contact you to review the loss and set an appointment to inspect the damage.
 - b. Inspection will determine policy coverage and the extent of damage to create an estimate.
 - c. The estimate will be the initial assessment of cost to repair the damage back to pre-loss condition.
- Policy terms to know:
 - i. Replacement Cost Value (RCV) = Total of the estimate to repair.
 - ii. Depreciation = Estimated loss of use value based on age and condition of materials.
 - iii. Actual Cost Value (ACV) = Total estimate minus depreciation.
 - iv. Deductible = This is the amount in your policy that you agreed to pay out-of-pocket when you file a claim.
 - v. Supplement = Additional payments from the carrier for other claim related damages not included or missed in the initial estimate.

3. Submitting the Estimate to the insurance carrier

- You will have an assigned Sibley Sales Team member working on the estimate to submit to your carrier. The process for the approval takes approximately 1-2 weeks. (You should not go more than 3 days without being updated by your assigned Sibley Sales Team member.)
- Once you receive your estimate, the Sibley Sales Team member will review the estimate with you and answer any questions you may have.

4. Estimate Approved/Pre-Job Start

- a. The assigned Project Manager will walk the property with the approved estimate to confirm that all visible items have been included. (If there are no changes or adjustments, we can move forward with getting the contract signed.)
- b. Sibley Sales Team member will review your contract, draw schedule, explain key parts of the contract and answer any questions you may have.
- c. The Project Coordinator will contact you once the contract has been signed to introduce themselves and notify your assigned Project Manager to coordinate with you on next steps. (The assigned Project manager should have already walked the job pre-contract.)



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5. Supplements

- a. If there are any supplements that have not yet been approved by the carrier, a Change Order/Supplement will need to be executed by you along with required payment to be collected before Sibley can move forward with performing the work. If you do not wish to execute the Change Order/Supplement and pay the required payment, any items included on the document will need to be approved by the adjuster in writing before Sibley can move forward with completing those items. In this event, we ask that you help us communicate with the adjuster regarding a timely approval.
- b. Should we not receive timely approval a Job Delay form will need to be executed by you acknowledging that you are aware this will directly affect the final completion date of your project and could affect your policy provisions for additional living expenses (ALE) if applicable.
- c. Should there be any outstanding supplements paid to you, please be aware these payments were submitted on your behalf, and you are responsible for paying Sibley any balances due on all Change Order/Supplements once your COS is executed.

6. Job in progress

- a. Materials will be bought with the first draw payment and staged at the property.
- b. The project manager will update you as new job updates are available and should never exceed 3 days without reaching out to you.
- c. The Project Coordinator will be emailing you a revised project schedule weekly to the email address we have on file. Please confirm we have your correct email.
- d. Any upgraded items requested or needing to be performed that deviate from the scope will be a Change Order that will require your signature and payment as noted on the Change Order. No additional work will be performed without the executed document and payment.

7. Job Completed

- a. Once all items are completed, your Project Manager will perform a job walk with you to review and document any punch list items.
- b. Once all punch list items are complete, you will be required to execute a Certificate of Satisfaction (COS) which will be submitted to your carrier in order for them to release your depreciation if applicable.
- c. Sibley will also collect the Final Draw payment and any other outstanding balances upon execution of the COS.
- d. Should there be any final supplements paid to you please note these payments were submitted on your behalf but are due to Sibley.

Escalations

Pre-Contract: Beau Sibley (Sales Manager) (337) 581-0256

Job In Progress: Blayson Abshire (Construction Manager) (337) 445-8952

*If any Sibley Employee is not following the company's Visions & Values, please escalate to the owner *

Kyle Sibley (President) 337-330-2213 Ext 1001