

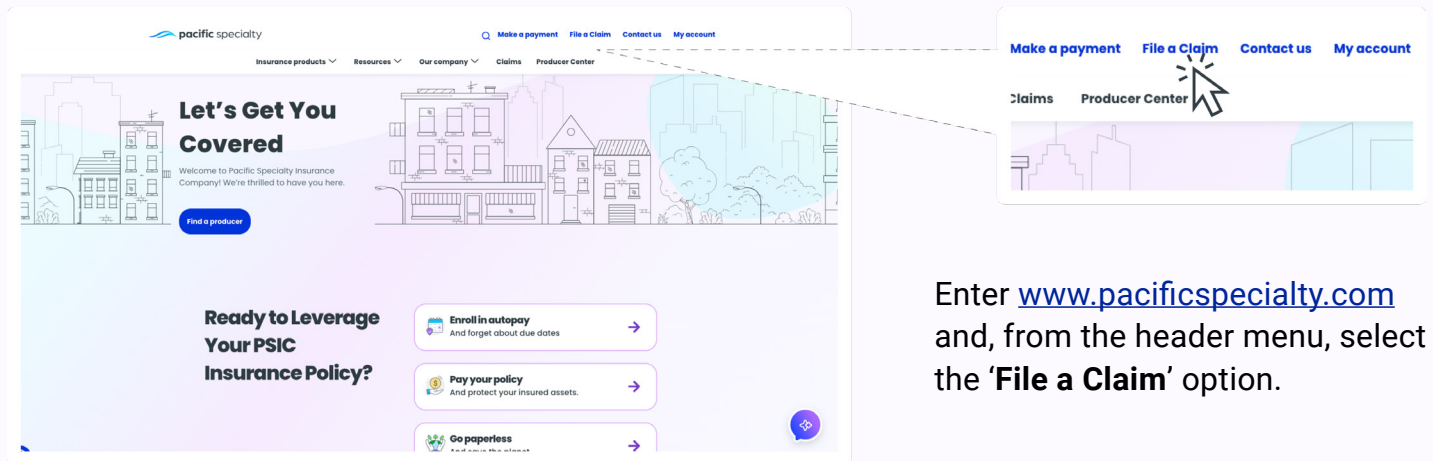


How to File a Property Claim

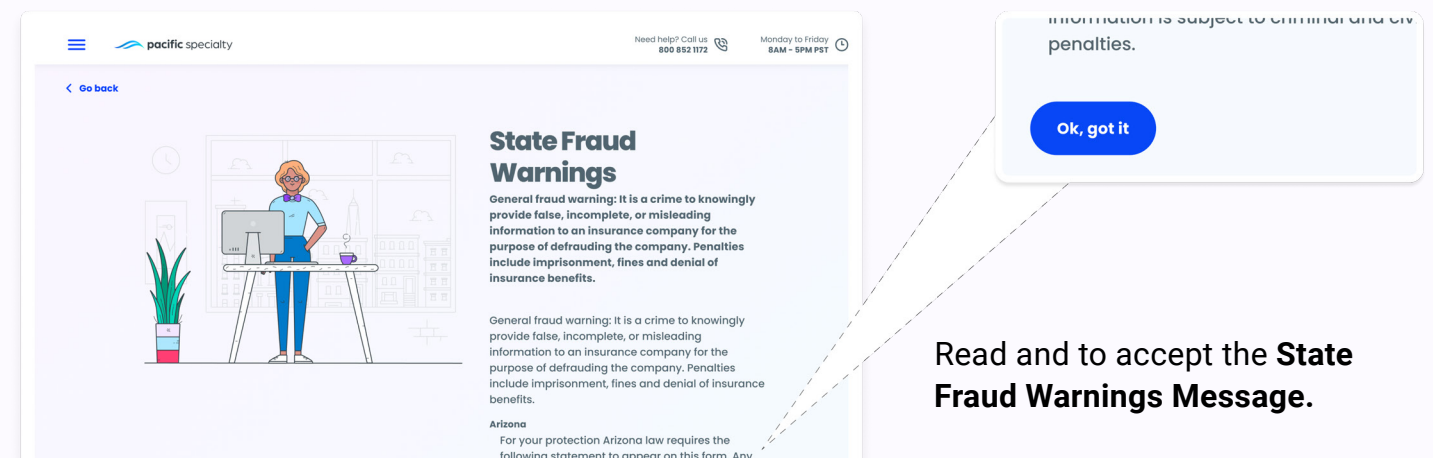
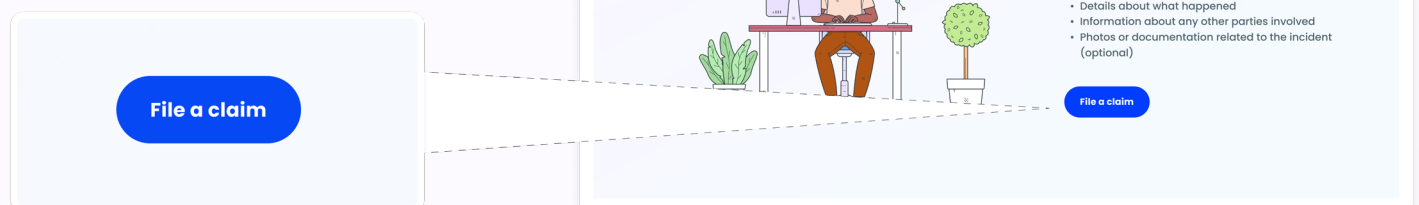
We'll review the step-by-step process to file a claim for a property product without being logged in.



To Initiate the Process



Make sure you have the indicated documents before proceeding, and select **'File a Claim'**.



A Quick Summary:



1

Identification

2

Loss details

3

Involved parties

4

Summary

Let's Review Each Step!



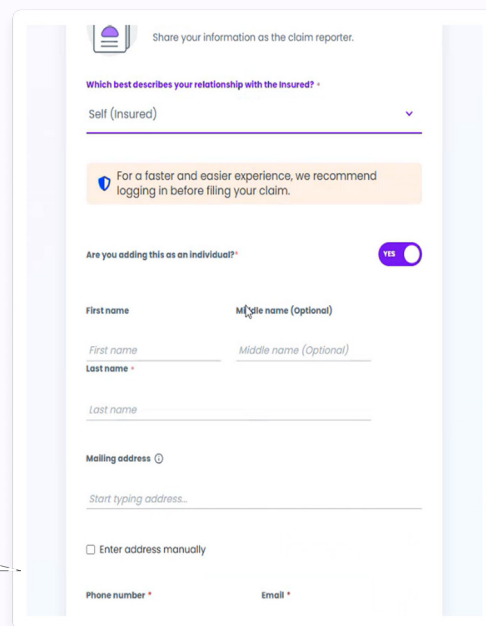
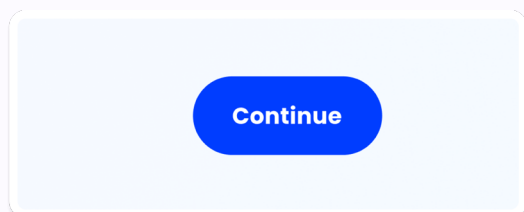
Step One: Identification

Since any person can initiate a claims process, we need to know under which role you are creating it.

1. Notifier information

Choose the option that best describes **your relationship with the insured**. Select '**Continue.**'

The required information will vary depending on the role you selected. **Complete the indicated fields** and select '**Continue.**'



Share your information as the claim reporter.

Which best describes your relationship with the insured? *

Self (Insured) ▼

For a faster and easier experience, we recommend logging in before filing your claim.

Are you adding this as an individual? * ☒ YES ☐ NO

First name * Middle name (optional)

First name Middle name (optional)

Last name *

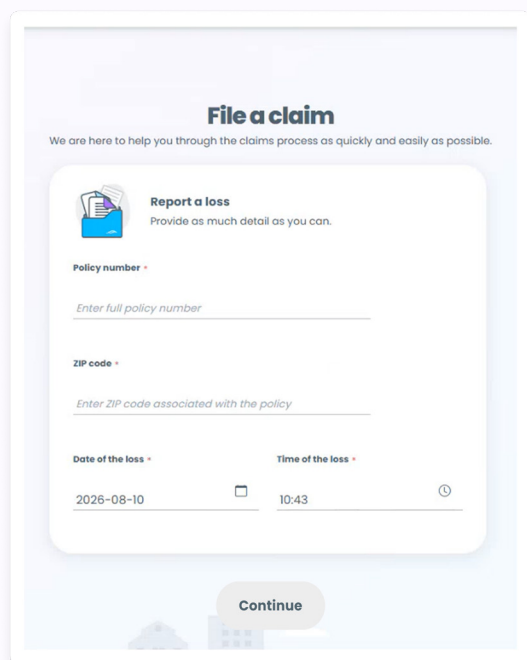
Last name

Mailing address ⓘ

Start typing address...

☐ Enter address manually

Phone number * Email *



File a claim

We are here to help you through the claims process as quickly and easily as possible.

Report a loss
Provide as much detail as you can.

Policy number *

Enter full policy number

ZIP code *

Enter ZIP code associated with the policy

Date of the loss * Time of the loss *

2026-08-10 10:43

Continue

2. Policy information

Complete the **policy number** and the **zip code**.

Enter the **date** and **time** of the **loss**.

Select '**Continue.**'



Step Two: Loss Details

We'll ask you for some information related to the loss.

1. Loss overview

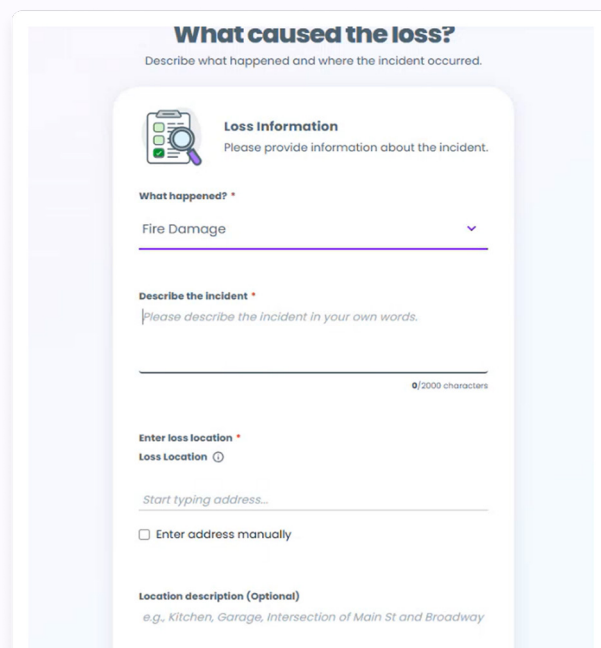
From the dropdown, choose the situation that best describes **what happened**.

In your own words, describe what happened.

Complete the **location where the incident took place**. If it's not found, check the box and enter the address manually.

Add a **description of the location**, if you consider it relevant.

Select '**Continue.**'



What caused the loss?
Describe what happened and where the incident occurred.

Loss Information
Please provide information about the incident.

What happened? *
Fire Damage

Describe the incident *
Please describe the incident in your own words.
0/2000 characters

Enter loss location *
Loss Location ⓘ
Start typing address...

☐ Enter address manually

Location description (Optional)
e.g., Kitchen, Garage, Intersection of Main St and Broadway

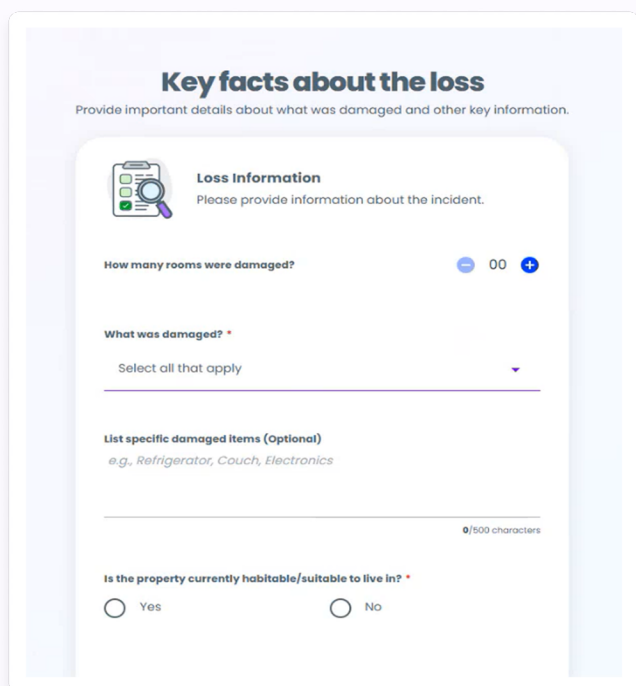
2. Loss details

Indicate if the property is **habitable after the loss**. If it's not, you will need to clarify if it's because of lack of **water supply, electricity, or both**.

Select the **number of rooms** that were damaged. Choose all the **affected items** from the dropdown. Enter the list of **damaged items**.

Indicate whether the **authorities were contacted**. In case they were, detail who received **the notification** and provide the **report number**.

Select '**Continue.**'



Key facts about the loss
Provide important details about what was damaged and other key information.

Loss Information
Please provide information about the incident.

How many rooms were damaged?
00

What was damaged? *
Select all that apply

List specific damaged items (Optional)
e.g., Refrigerator, Couch, Electronics
0/500 characters

Is the property currently habitable/suitable to live in? *
☐ Yes ☐ No



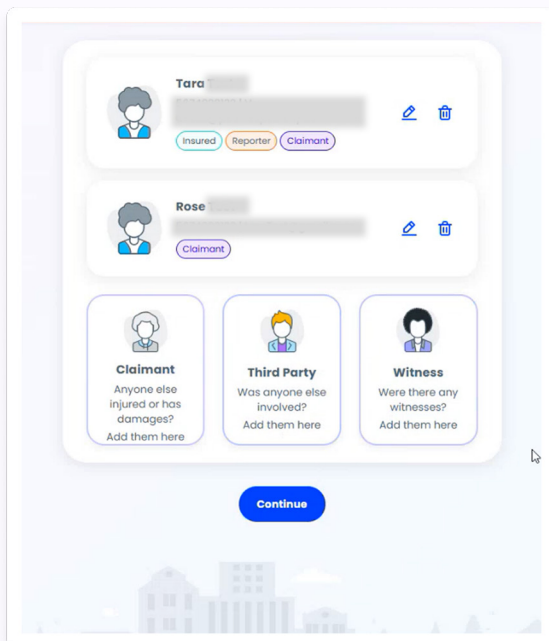
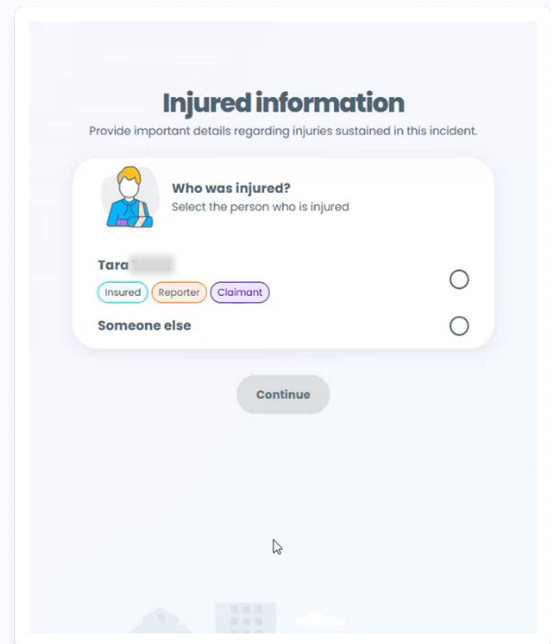
Step Three: Involved Parties

You'll be able to include everyone involved in the incident.

1. Injured information

Identify the injured people and complete their information.

Select '**Continue.**'



2. Involved parties

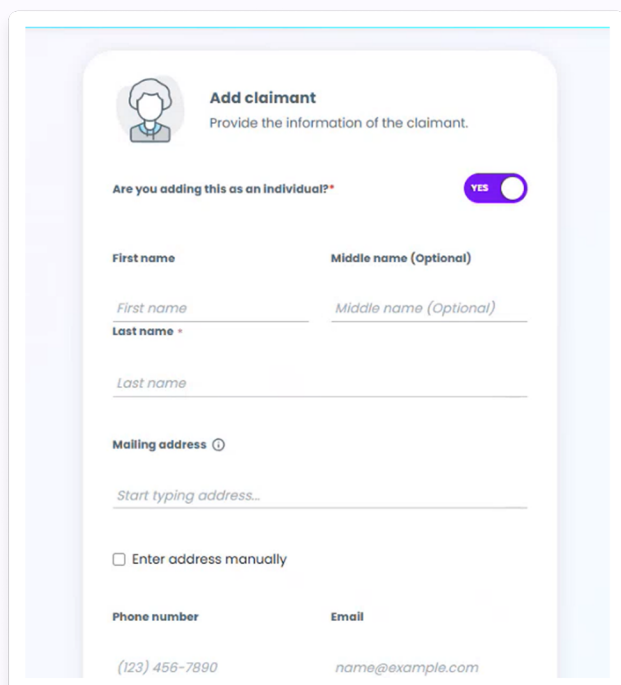
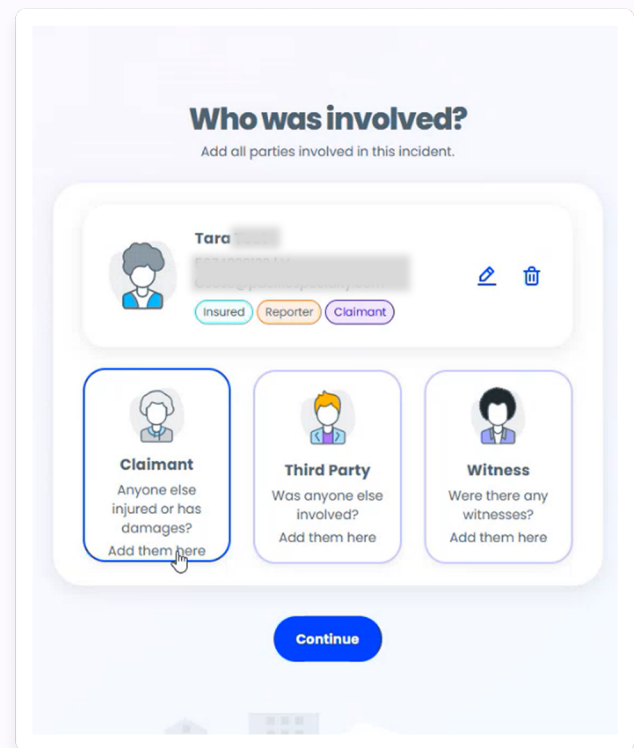
If there's at least one injured person, you must include **at least one third party and one witness.**

Also keep in mind that there must be **at least one claimant** reported.

If you don't need to add anyone else, select '**Continue.**'

3. Added involved parties

You can add as many **claimants**, **third parties**, and **witnesses** as needed.



4. Form details

For each person you add, you will be required to complete their **name**, **mailing address**, **phone number**, and **email address**.

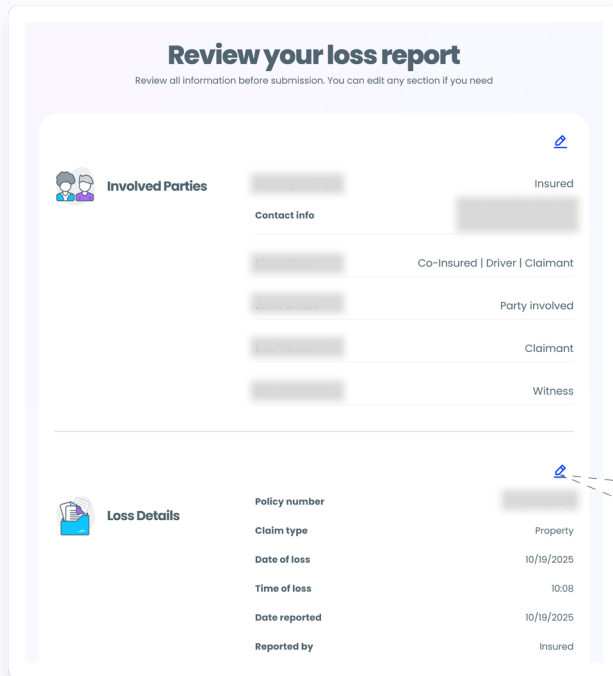
If that person was **injured during the incident**, move the toggle to 'Yes.'

You will be required to describe the injury and select whether the incident was fatal. Select '**Continue.**'



Step Four: Summary

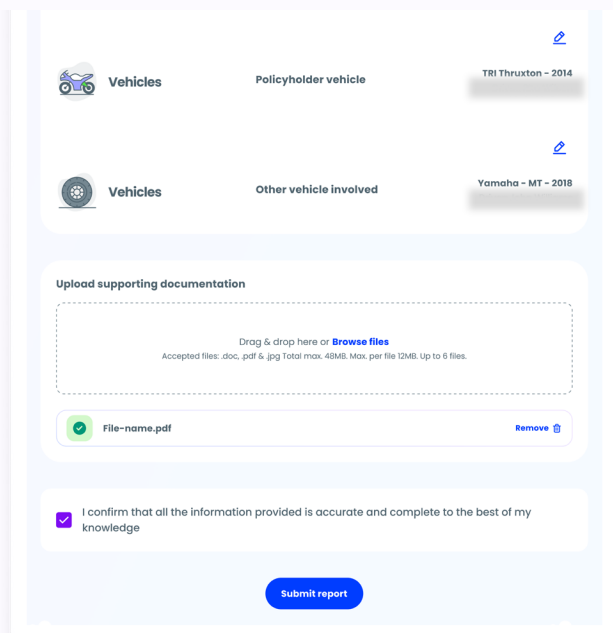
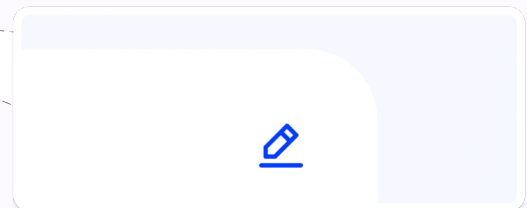
Now that you entered all the information, you can check it and keep a copy for your records.



1. Final review

Once you have completed all the required information, you will be able to **review the report and edit any section.**

To do this, **select the pencil icon** and make the required changes.



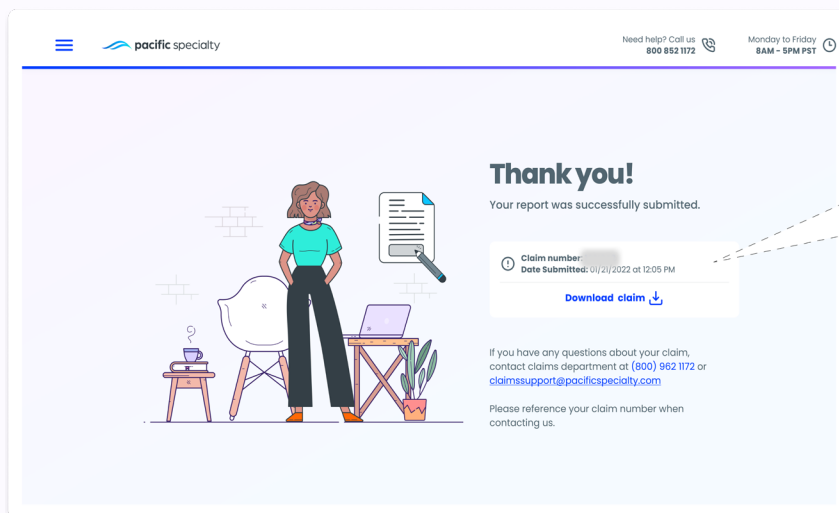
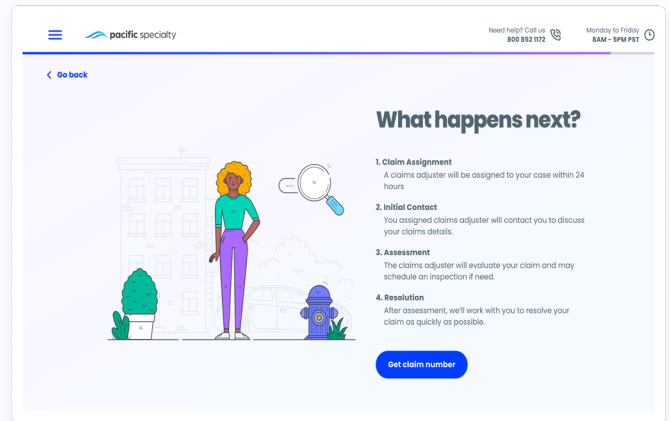
You will also have the possibility to **upload supporting documents.**

Finally, confirm that the provided information is correct, and select **'Submit report.'**

2. Next steps

We'll detail the **next steps** of the process in the following screen.

Select '**Get claim number**' to finalize the process.



You'll be redirected to a page where you'll see the **claim number**, and you will be able to **download a copy of the claim report**. We recommend you save that copy.

Congratulations! You have completed the process. You can now exit the screen.

