

Title: “Handling Proof of Ownership & Submitting Photos the Smart Way”




Section 1: When You Don't Have Proof of Ownership

It's common for people to lose receipts, misplace invoices, or never get formal proof of purchase. Don't panic — there are still ways to build a case for ownership:

✓ Here's What You Can Do:

- **Contact the original seller or retailer** where you bought the item (even years later). Some stores can reissue past receipts with your name, phone, or card number.
- **Ask family or friends** if they gave you the item as a gift and are willing to sign a short written statement confirming they gave it to you.
- **Check your email** for online order confirmations, shipping notifications, or any reference to the item.
- **Search your phone or cloud photos** — a dated photo of the item in your possession (e.g. in your home, in use) is strong evidence.
- **Reach out to a past private seller** (e.g. Kijiji, Facebook Marketplace) and kindly ask if they'd be willing to confirm they sold you the item.

 *Reminder: Never fabricate fake receipts or documents. It's not worth the risk — instead, work with what you have and document honestly and consistently. Your goal is to make the adjuster's job easy: show that the item existed and was yours.*




Section 2: How to Safely Submit Photo Evidence

Insurance companies sometimes analyze image **metadata** (like geolocation, timestamps, and device info). This can work against you — for example, they might say the photo wasn't taken at the claimed location or during the insured period.

✓ Safer Way to Share Images:

- **Never send photos directly from your phone** or camera app.
- **Instead, convert images into a PDF before sending.** This strips metadata and gives you control over how the evidence is presented.
You can use:
 - Free online tools (like ilovepdf.com)
 - Your phone's "Print to PDF" option
 - Built-in tools on Mac or Windows

 *Bonus tip: Add short captions or labels under each photo inside the PDF to explain what's shown (e.g. "MacBook Pro on my office desk – taken July 2022").*

Final Note to the User:

Benji's job is to guide you through this — stay calm, stay smart, and don't over-explain. Keep communication clean and evidence-based. The goal is to get paid, not to argue.