

Step 1 & 2: You will have been invited via door knock, mailer or phone for a free roof inspection because hail/wind has affected your vicinity. Jeff will inspect the roof and exterior of the house and show you photos of what he thinks is hail damage and tell you if he thinks it is worth pursuing an insurance claim.

Step 3: If you are comfortable with what Jeff is saying and you agree to have KAT complete the work if the insurance claim is 100% approved, then Jeff will assist you in filing the claim. Jeff will coordinate with you and the adjuster to set an adjuster appointment.

Step 4:

Jeff will meet the adjuster at your property and point out all the hail/wind damage Jeff has seen. Jeff will keep you posted immediately afterward the results of the adjuster meeting.

Step 5:

The claim results are sent to you by the insurance company. Jeff will meet with you to help you understand all your options. If the claim is 100% approved, Jeff will explain the roof build process, help you choose colors and shingles and will submit the paperwork with an insurance proceeds payment to KAT for scheduling.

Step 6:

KAT receives your roof order and begins a supplement process. That means our supplement team will open a dialogue with the insurance company and review their estimate with the requirements of your city building code and the shingle manufacturer specifications. The insurance company will respond with a revised estimate and additional payment sent to you. The insurance company makes all the decisions of what to pay. Jeff regularly communicates with the supplement team about your file.

Step 7:

KAT builds the roof. The city inspection is scheduled. Jeff is in regular contact with the project manager responsible for the crew assigned to your project.

Step 8:

When all work is completed, KAT sends a "certificate of completion" to insurance and the invoice of the completed work. That triggers the release to you from insurance of the depreciation they have held onto until it is shown the work is completed. That final payment is sent to you. Jeff is tracking approximately when that payment is sent to you.

Step 9:

When you receive the final insurance payment, Jeff meets with you for the remaining insurance proceeds for the work KAT completed and deductible and will answer all your questions.