



What happens now?

You've signed the Guideline Roofing Contingency Agreement and started down the path to a dry, cozy home, but you're wondering what to expect in the days ahead? Use this checklist to track each completed step!

- ☐ Guideline will contact your insurance company to initiate your claim in the next 2 business days.
 - Please allow us to call in the claim, or lets call it in together, to make sure it is not denied on technicalities.
 - You may receive a call from your carrier to confirm that you have authorized Guideline as your roofing contractor.
 - If you are asked for details, especially about damage dates, refer them to Guideline, who you selected to help you with your roof.
- ☐ Guideline will receive the new claim number.
- ☐ You will receive a call from your insurance company within 24-72 hours to schedule a time for an insurance adjuster to visit and assess the damage.
 - A Guideline representative must be present and arrive at least 30 minutes early for best results. Guideline cannot advocate for you and ensure all damages are documented unless we are there.
 - Make sure to record your adjuster's name and phone number.
 - Visit www.guidelineroofing.com/damage to see our availability and schedule us to be present during your adjuster damage assessment.
- ☐ You will receive a report on the insurance adjuster findings and an estimate on repairs/replacement.
 - Please have them email a copy of the estimate for our review to estimates@guidelineroofing.com or email your copy there.
 - Guideline will provide any additional required documentation.
- ☐ Await first installment from your insurance company.
 - If there is a mortgage on your home, mail or take the check to the mortgage company to countersign and authorize the payment.
- ☐ Sign contract with Guideline and make first payments.
 - You will make final selections of shingle color and any upgrades.
 - You will make a payment to Guideline Roofing for your deductible amount and any upgrades and a separate payment for 50%-75% of the amount sent to you by your insurance company.
- ☐ Your new roof installation will be scheduled and typically completed within 14 days.
 - Additional items (gutters, etc.) will be scheduled separately.
 - After the install, you will make a second payment of the remaining amount from your insurance company's first installment.
- ☐ Await final installment after completion of work.
 - Guideline will confirm completion with your insurance company.
 - The final installment will be sent to you by check or wire transfer.
- ☐ Make final payment to Guideline Roofing.
 - Contact Guideline to confirm you've received the final installment from your insurance company and we will complete the payment.
- ☐ Leave a Google Review. (www.guidelineroofing.com/review)
 - Please mention your Guideline representative by name!
- ☐ Receive warranty certificate for your new roof.
- ☐ Enjoy your dry, cozy home!