

Introduction

This guide will help you understand how to recover your losses when your home has been damaged by fire. It details the steps you must take, as well as the actions of your insurance carrier, Mortgage Company, contractors, and Restoration Company, to restore your home after the fire.

Understanding these steps, especially your roles and responsibilities, will help facilitate the recovery process.

Checklists, procedures, and timelines help you know what to do and when to do it.

Contacts are provided to help you replace damaged records and documents, monies, and savings bonds. A Glossary of Terms is included, to help you understand terms you may be unfamiliar with.