



8 TIPS TO CONSIDER WHEN YOUR PROPERTY IS DAMAGED

**TO REPORT A
CLAIM, CALL
THE HARTFORD
CUSTOMER
CARE TEAM AT
1-800-243-5860**

While each incident is different, the following general tips may be helpful if you experience a loss or damage to your property. The Hartford's claim professionals are ready to help when you need us.

1. Safety first! Always attempt to confirm with the police or fire officials that a damaged home is safe to enter.
2. If you've had a theft, call the police and follow their instructions.
3. Report your loss to The Hartford's 24-hour toll-free hot line at 1-800-243-5860. Or, report your claim online at www.hartfordauto.com.
4. Take steps necessary to protect your home from further damage. In many locations, The Hartford can help dispatch emergency service providers to your home to help with clean up, or to protect it from further damage. Services may be available 24 hours a day, 7 days a week. If you need help, please ask your Hartford representative.
5. If possible, move your property to protect it from further damage. If you are unable to move large belongings, try protecting them from the elements using a tarp or plastic. If necessary, shut off water supply, electrical system, and/or gas.
6. Do not dispose of items that might be helpful in determining what caused the damage to your home, especially items such as appliances or pipes.
7. If your house is unsafe or damaged extensively so that you cannot live there, The Hartford's claim professional can assist you with alternative living options.
8. Document your damages with photos or video, as well as a list. In addition, keep records, receipts and bills related to your loss, including expenses for temporary repairs made prior to the inspection of your home, and expenses incurred if you had to relocate.