

HOME EMERGENCY TIPS

Helpful tips on what to do until help arrives.

WATER DAMAGE

Do:

- ✓ Remove as much excess water as possible by mopping and blotting.
- ✓ Wipe excess water from wood furniture after removal of lamps and table top items.
- ✓ Remove and prop wet upholstery and pillow cushions for even drying.
- ✓ Place aluminum foil or wood blocks between furniture legs and wet carpeting.
- ✓ Turn air conditioning on for maximum drying in summer.
- ✓ Remove Oriental rugs or other colored rugs from wet wall-to-wall carpeting.
- ✓ Remove valuable paintings and art objects to a safe, dry place.
- ✓ Open and place luggage, in sunlight to dry, if possible.
- ✓ Gather loose items, toys, etc. from floors.

Don't:

- ⊗ Leave wet fabrics in place; dry as soon as possible. Hang furs and leather goods to dry separately at room temperature.
- ⊗ Leave books, magazines or other colored items on wet carpets or floors.
- ⊗ Use your household vacuum to remove water.
- ⊗ Use TVs or other household appliances while standing on wet carpets or floors specially not on wet concrete.

FIRE DAMAGE

Do:

- ✓ Limit movement in the home to prevent soot particles from being imbedded into upholstery and carpets.
- ✓ Keep hands clean. Soot on hands can further soil upholstery, walls and woodwork.
- ✓ Blow or brush vacuum loose soot particles from upholstery, drapes and carpets.
- ✓ Place clean towels or old linens on rugs, upholstery and carpet traffic areas.
- ✓ If electricity is off, empty freezer and refrigerator completely and prop doors open.
- ✓ Clean and protect chrome on kitchen and bathroom faucets, trim and appliances with light coating of Vaseline or oil.
- ✓ Wash house plants on both sides of leaves.
- ✓ Change HVAC filter.

Don't:

- ⊗ Attempt to wash any walls or painted surfaces without first contacting a professional.
- ⊗ Attempt to shampoo carpet or upholstered furniture without first consulting a professional.
- ⊗ Attempt to clean any electrical appliances that may have been close to the fire, heat or water without first consulting an authorized repair service.
- ⊗ Turn on ceiling fixtures if ceiling is wet. Wiring may be wet or damaged.
- ⊗ Improper cleaning may set smoke odor.

VANDALISM DAMAGE

Do:

- ✓ Hose or wash egg damage from building exterior as soon as possible
- ✓ Blot freshly spilled food from carpets and fabrics with a dampened cloth or sponge (but don't over wet). Scrape and blot (don't rub)
- ✓ Vacuum glass particles from carpets and upholstery.
- ✓ Save containers, which reveal the composition of spilled inks, cosmetics and paints.

Don't:

- ⊗ Attempt to remove ink, paint or cosmetic stains.
- ⊗ Operate damaged lamps or appliances.
- ⊗ Discard wood chips, broken pieces from furniture, porcelain or other art objects.



EAST COAST
PUBLIC ADJUSTERS

855-GET-ECPA
438-3272

24 Hours Claims Dept.
WWW.ECPACLAIMS.COM

DON'T SETTLE FOR LESS!

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HURRICANE DAMAGE

Do:

- ✓ Stock your home with emergency supplies like non perishable food and water, prescription medications, and a first aid kit.
- ✓ Take photographs and videos of all damages areas.
- ✓ Make a list of damaged or lost items, include their purchase date and value with receipts.
- ✓ If you see sparks, broken or frayed wires turn off the electricity until an electrician has inspected your system for safety.
- ✓ If pipes are damaged, turn off the main water valve.
- ✓ Check with local authorities before using any water, the water could be contaminated.
- ✓ Prevent mold by removing wet contents immediately.
- ✓ Keep a copy of your insurance policy handy.
- ✓ Keep our 24 Hours Claims Department Phone Number ready, there will always be an adjuster available to answer all your questions and ready to file your insurance claim for full, fair, fast compensation.

Don't:

- ⊗ Go near unstable structures as the building may collapse
- ⊗ Should you have to repair any damages immediately, make sure to keep all invoices for those repairs
- ⊗ Enter home if you smell gas, see floodwaters remain around building
- ⊗ Don't make any repairs before consulting your public adjuster.

WHAT ECPA CAN DO FOR YOU

- ✓ Review your policy coverage.
- ✓ Assess the extent of the loss.
- ✓ Value surrounding conditions.
- ✓ Assign a claim support analyst to your claim to keep you fully informed on the progress.
- ✓ Document and present your claim.
- ✓ Take photographs of the damages.
- ✓ Bring adjusters, accountants, engineers, contractors, and photographers to efficiently determine the damages.
- ✓ Use state of the art software to analyze and adjust losses efficiently.
- ✓ Negotiate your settlement
- ✓ Make sure that deadlines for filing critical information are met.
- ✓ Once the check is received, our loss draft department will help you with your mortgage company to make sure you receive your funds in a timely manner.
- ✓ Recover up to 700% more on your insurance claim.
- ✓ Keep you informed of the progress 24 hours a day.

Call us today!
We'll Help You Recover!

OUR COMPANY

East Coast Public Adjusters is one of the country's longest established providers of claims adjustments services. We have assisted more than 17,000 national and international clients.

Our clients' referrals and repeat business confirm their satisfaction with our team's integrity and high quality service.

Since 1988, clients have relied on East Coast Public Adjusters for open, timely communication and efficient claims resolution for Water Damage, Fire Damage, Theft/ Vandalism Damage, and Hurricane Damage.

We recover for:
Homeowners
Business Owners
Condominium Associations
Developers and Contractors

When a loss occurs you deserve a fast, full settlement of your claim, so you can focus on your family, your business, your life.



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