Finishing Your Personal Property/Contents Inventory

Roadmap to Recovery™ Workshop
Zoom
August 19, 2021
2018/2019 California Wildfires
About United Policyholders (UP)

• Reputable, established 501(c)3 not-for-profit charitable organization, Platinum Guide Star rating

• A trusted information resource and respected voice for insurance consumers in all 50 states

• 30 year track-record and expertise in disaster recovery

• Not for profit…not for sale

• Funded by donations and grants
Team UP

• Professional staff
• Government and nonprofit partners
• Volunteers
  – Fired UP Survivors - previous catastrophic loss survivors paying it forward
  – Consumer-oriented professionals
    • Damage and repair/rebuild cost estimators
    • Lawyers
    • Public Adjusters
    • Tax and Financial Planning experts
    • Construction and Real Estate professionals
Our Three Programs

• Roadmap to Recovery™
  – Guidance on insurance, restoring assets and getting back home after a catastrophic loss

• Roadmap to Preparedness
  – Helping households and communities reduce risk and be resilient to disasters and adversity

• Advocacy and Action
  – Enforcing insurance consumer rights and protections

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R2R Guidance and Tools

“The Little Yellow Book”

Email info@uphelp.org if you would like a copy mailed to you.

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The Fine Print

• This workshop is intended to be general guidance only, not legal advice.

• If you have a specific legal question, we recommend you consult an experienced attorney.

• We do not endorse or warrant any of the sponsors listed at www.uphelp.org, or speakers at our workshops.
Valerie Brown
Senior Program Officer, United Policyholders

Mark Dillman, Esq.
Merlin Law Group
Goal of today’s presentation: To help you collect the *full* amount your insurer owes you for every personal property item that was damaged or destroyed (up to your policy limits) in the *least* time-consuming and *painless* manner possible.

Basic strategy:

- Document/list and value every item
- Produce available receipts, photographs and other evidence
- If needed, get extensions of time by making a written request
WHAT IS YOUR NUMBER?
SAMPLE HOMEOWNER POLICY DECLARATION PAGE

Policy Number:  Policy Period: 03/10/2007 to 03/10/2008 12:01 AM Local Time

NAME AND MAILING ADDRESS OF INSURED

<table>
<thead>
<tr>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
</tr>
</thead>
<tbody>
<tr>
<td>DWELLING</td>
<td>SEPARATE</td>
<td>PERSONAL PROPERTY</td>
<td>LOSS OF USE</td>
</tr>
<tr>
<td>$500,000</td>
<td>$50,000</td>
<td>$350,000</td>
<td>2 Months</td>
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AGENT NAME AND ADDRESS

<table>
<thead>
<tr>
<th>E</th>
<th>F</th>
</tr>
</thead>
<tbody>
<tr>
<td>PERSONAL LIABILITY</td>
<td>MEDICAL PAYMENTS TO OTHERS</td>
</tr>
<tr>
<td>$XXX,XXX</td>
<td>$X,XXX</td>
</tr>
</tbody>
</table>

Loss Deductible for Section 1: $1,000

Earthquake Deductible: See Message Below

COVERAGE FORMS

- Special Form – Homeowners Policy
- Replacement Cost Composite
- Increased Limit for Coverage E & F
- Mold, Fungus, Wet Rot, Dry Rot, or Bacteria
- Premises Alarm or Fire Prot. System
- Mortgage Payment Supplement
- Lender’s Loss Payment Endorsement

FORM NUMBERS

<table>
<thead>
<tr>
<th>Special Form – Homeowners Policy</th>
<th>Replacement Cost Composite</th>
<th>Increased Limit for Coverage E &amp; F</th>
<th>Mold, Fungus, Wet Rot, Dry Rot, or Bacteria</th>
<th>Premises Alarm or Fire Prot. System</th>
<th>Mortgage Payment Supplement</th>
<th>Lender’s Loss Payment Endorsement</th>
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</thead>
<tbody>
<tr>
<td>WG HO 300 (7/91)</td>
<td>WG HO 301(7/91)</td>
<td>Section II</td>
<td>WG HO 303 (05/02)</td>
<td>HO-216 (4/84)</td>
<td>MP 606 (3/84)</td>
<td>4388FU NS (5/42)</td>
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</tbody>
</table>

PREMIUMS

- Special Form – Homeowners Policy: $x,xxx
- Replacement Cost Composite: Incl.
- Increased Limit for Coverage E & F: Incl.
- Mold, Fungus, Wet Rot, Dry Rot, or Bacteria: Incl.
- Premises Alarm or Fire Prot. System: Incl.
- Mortgage Payment Supplement: Incl.
- Lender’s Loss Payment Endorsement: Incl.

Important – Earthquake Coverage is Not Included – Contact Your Agent For Further Information.

The Policy Does Not Include Building Code Upgrade Coverage.

Extended Replacement Cost Coverage Does Not Exceed 200% of Limit “A” – Dwelling.

Coverage Includes Personal Property Replacement Cost.

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AKA Coverage B (State Farm)

Coverages & Property

SECTION I
A. Dwelling
   Dwelling Extension up to
   $469,500
B. Personal Property
   up to
   $352,125
C. Loss of Use
   $46,950

SECTION II
L. Personal Liability
   (Each Occurrence)
   Damage to Property
   of Others
   $100,000
M. Medical Payments to
   Others (Each Person)
   $500
   $1,000

In case of loss under this policy, the deductibles will be applied per occurrence and will be deducted from the amount of the loss. Other deductibles may apply - refer to policy.

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Know Your Limits

- Check your policy for any and all endorsements/extras that increase the amount of your contents
- Check for “scheduled” items that have added insured value (artwork, jewelry, valuables)
- Check your limits for “sub-limits” on personal property items, (cash, stamps, firearms, jewelry, watches)
- Double check the sub-limits based upon type of “Peril”
## Special Limits

### Personal Property – Special Limits of Liability

<table>
<thead>
<tr>
<th>Category</th>
<th>Limit</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Money, bank notes, coins, stored value cards</td>
<td>$250</td>
</tr>
<tr>
<td>b. Securities, accounts, passports, tickets, stamps</td>
<td>$1,500</td>
</tr>
<tr>
<td>c. Comic books and trading cards</td>
<td>$1,000</td>
</tr>
<tr>
<td>d. Collectibles, figurines, glassware, marble, porcelains, statuary</td>
<td>$1,000</td>
</tr>
<tr>
<td>e. Theft of jewelry, watches, precious stone</td>
<td>$1,500</td>
</tr>
<tr>
<td>f. Theft of furs</td>
<td>$1,500</td>
</tr>
<tr>
<td>g. Theft of silverware, goldware, pewterware</td>
<td>$1,500</td>
</tr>
<tr>
<td>h. Theft of firearms and related equipment</td>
<td>$1,500</td>
</tr>
<tr>
<td>i. Theft of tools and their accessories</td>
<td>$1,500</td>
</tr>
<tr>
<td>j. Theft of rugs, tapestries and wall hangings</td>
<td>$1,500</td>
</tr>
<tr>
<td>k. Business property on the residence premises</td>
<td>$3,000</td>
</tr>
<tr>
<td>l. Business property away from the residence premises</td>
<td>$1,500</td>
</tr>
<tr>
<td>m. Trailers or semitrailers not used with watercraft</td>
<td>$1,500</td>
</tr>
<tr>
<td>n. Motor vehicle parts or equipment not attached to motor vehicle</td>
<td>$500</td>
</tr>
<tr>
<td>o. Electronic apparatus while in or upon a motor vehicle or watercraft</td>
<td>$1,500</td>
</tr>
</tbody>
</table>

*The Special Limits of Liability do not increase your Coverage C – Personal Property Limit.*

### Special Limits Of Liability

3. The special limit for each category shown below is the total limit for each loss for all property in that category. These special limits do not increase the Coverage C limit of liability.

- a. $200 on money, bank notes, bullion, gold other than goldware, silver other than silverware, platinum other than platinumware, coins, medals, scrip, stored value cards and smart cards.
- b. $1,500 on securities, accounts, deeds, evidences of debt, letters of credit, notes other than bank notes, manuscripts, personal records, passports, tickets and stamps. This dollar limit applies to these categories regardless of the medium (such as paper or computer software) on which the material exists.

This limit includes the cost to research, replace or restore the information from the lost or damaged material.

- g. $2,500 for loss by theft of firearms;
- h. $2,500 for loss by theft of silverware and goldware;
FINISHING YOUR LIST
Adding to your list

• Ask family, friends, and neighbors to review your list and add items they recall.

• Go ‘window-shopping’ with a gift registry scanner, especially home good, hardware and other high value item stores. Visual cues can help jarr your memory. You’ll be surprised how “many” you had of what you see.

• If you haven’t already, check with your bank or credit card companies for records of previous purchases. Always ask stores you frequently shop, including Costco, Home Depot, Lowes, Amazon.

• Use UP’s free tools to see what other disaster survivors had in their inventories that you might have missed.
Home Inventory and Contents Claim Tips

Goals: Collect the value of every personal property item that was damaged or destroyed (up to your policy limits) in the least time-consuming and painful way possible.

Basic strategy: Document/list and value every item. Produce available receipts, photographs and other evidence. Get extensions of time if you need them by making a written request that proposes a reasonable amount of extra time.

Timesavers:
- Use UP's Home Inventory Spreadsheet
- Go to a large store and use a wedding gift registry scanner to list and value items you had
- Family and friends can help you remember and complete your inventory
- Use the Internet to set a value for every lost item what it will cost to replace it.
- Negotiate a “cash out” settlement at or just below your contents policy limits to avoid the painstaking task of reconstructing a complete inventory list.

Download the following publications to learn about strategies from experts and other disaster survivors on completing a home inventory and negotiating the contents portion of your claim:
- Example of a completed home inventory - 2003 Cedar Fire Survivor has donated her contents claim form to UP
- UP Home Inventory Worksheets (Excel) - Complete and save on the computer.
- Contents Claim Tips
- Depreciation Basics
- Speak UP: How to communicate with your insurance company
- Sample Letter Requesting Copy of Policy
- Sample Letter Asking for the Waiver of the Contents Itemization Requirement
- Sample Letter Asking for a Personal Property Claim Settlement

Download all sample files
Refining quantity estimates

• Books and CDs are surprisingly compact; measure how many are in a foot of space (stacked or on a shelf). Then estimate how many feet of shelving you had.

• Did you know the average American woman owns 103 articles of clothing; the average American man 50 shirts? 82% of the clothes were unworn. Ask family/friends if they can count their drawers and closet to give you a real estimate.

• Craft and art supplies are easy to undercount – check craft stores to see how many skeins of yarn, etc. are in a reasonable approximately of how you stored them.
Protect yourself

• Never intentionally claim items you did not have, or inflate the value, quality or quantity of damaged or destroyed items.

• Insurance fraud (intentional misrepresentation) is a felony.
  – Claiming items you did not have can jeopardize your entire claim and subject you to severe legal penalties.

• Innocent mistakes are very common on claim related inventories and forms and do not amount to insurance fraud.
Pricing matters

• Make sure the pricing reflects what it would cost to replace normally. DO NOT USE SALE PRICES.

• Use pricing that reflects the quality of the items you had (Waterford vs. Walmart Pyrex bowl)
Pricing valuable collections

Characteristics of Value

• Status of artist in marketplace
• Type of work
• Medium
• Size
• Condition
• Provenance
• Rarity
• Celebrity ownership increases value

Resources: IRS Qualified Appraisers
REFRESHER ON HOW CONTENTS CLAIMS WORK
Contents Lingo Refresher

• Replacement Cost (RC)

• Actual Cash Value (ACV)

• Depreciation (or holdback)
The Flow of Contents Coverage Insurance Funds

- Advances
- ACV payments when values are set
- RCV payments upon proof of expenditures, replacement, repairs completed

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Replacement Cost (RC)

- RC is the price that it would *actually* cost to repair or replace a damaged or destroyed item right now with a new item
  - i.e. a new couch, mattress, or shirt

- Most homeowner’s policies, but not all, are *REPLACEMENT COST* (RC) policies.
Actual Cash Value (ACV)

• ACV is the pre-loss value of an item
  – the price a willing buyer would have paid you immediately before the loss
  – The item is depreciated to what its value was an instant before the loss (“Craigslist” price)
• Some policies limit payouts to ACV and that is all they pay (especially manufactured home policies)
• Actual Cash Value is also usually defined by the following formula: \( \text{ACV} = \text{RC} - \text{Depreciation} \)
5. **How We Settle Covered Loss.**

Covered accidental direct physical loss or damage will be settled as follows.

a. Coverage A *(Dwelling)* and Coverage B *(Separate Structures)*. We will only settle covered loss or damage on the basis of use as a private residence.

   (1) Settlement for covered loss or damage to a specific **component part(s)** of the **dwelling** or **separate structures**, except for **roof materials** and fences, will be settled at reasonable and necessary replacement cost, without deduction for depreciation, for the lesser of the costs to repair or to replace the specific damaged **component part(s)**, but for no more than the lesser of the following:

   i. the **stated limit** or other limit of insurance in this policy that applies to the damaged or destroyed **dwelling** or **separate structure(s)**;

   ii. the reasonable repair or replacement cost of that specific **component part(s)** damaged for equivalent construction with materials of like kind and quality on the **residence premises**, determined as of the time of loss or damage;

   iii. the reasonable and necessary amount actually spent to repair or replace the specifically damaged **component part(s)** of the **dwelling** or **separate structure(s)**;

   iv. the loss to the interest of the **insured** in the property.

When the cost to repair or replace damaged property is more than $2,500, we will pay no more than the **actual cash value** of the damaged specific **component part(s)** of property until actual repair or replacement is completed. If the damage to the **dwelling** should be a total loss, then the **actual cash value** payment will be no more than the lesser of the **stated limit** or the fair market value of the **dwelling** until actual repair or replacement of the **dwelling** is completed.

If the **dwelling** or a **separate structure** is rebuilt or replaced at a different location, the costs described in subsection ii. above are limited to the costs which would have been incurred if the **dwelling** or **separate structure** had been rebuilt or replaced at its location on the **residence premises**.
Replacement Cost vs. Actual Cash Value

Cost to buy a new couch

Value of my couch an instant before the fire (What you are owed until you repair or replace)

Deduction in value due to wear and tear

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Depreciation

• “Depreciation” is the loss in value of an item due to age and condition (wear and tear).

• You may also see the terms “Holdback”, “Withheld”, “Recoverable Depreciation”, “Non-recoverable Depreciation”.
Depreciation is negotiable

• The more depreciation your insurer applies - the less you collect up front.

• There is no *official standard* for how much insurers can depreciate your property.

• It can be hard to pin down an adjuster on how they calculated depreciation, but these calculations affect your pocketbook. Challenge the numbers if they seem unfair.

• Be aware of items that should not be depreciated (antiques, fine art, jewelry, etc.).

• Ask, in writing, that your insurer give you a copy of the depreciation schedule/method they used.
NEXT STEPS AFTER YOU SUBMIT YOUR INVENTORY
What next

• **Trust but verify** the adjuster's valuations on your possessions by getting prices/estimates from objective sources (stores, experts...). Fight back if your adjuster tries to unfairly depreciate your property.

• Condition matters as well as age. Negotiate depreciation to reflect the condition of each item.

• You’re unlikely to replace everything you lost and it’s a hassle to have to keep providing receipts over time, so try to maximize your ACV payments by arguing for lower depreciation, especially on the big ticket items and identifying the true replacement cost of items at standard, not discount retailers.

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Age is not everything!

- Condition can be more important than age, so your inventory should list age AND condition.
- Even if an item was old, it may have been in good to excellent condition. You can argue that depreciation should be based upon the “Remaining Life Expectancy” of an item, not the age of the item.
- Only you know the condition of the items that were destroyed.
Age & Condition

Based On Age And Condition:

Family with no children. Five year old sofa, maybe 20%

Family with kids and pets. Five year old sofa, maybe 80%
Be aware of excessive depreciation

• Negotiate depreciation and ACV hold-backs on a case-by-case basis to reflect the condition of each item.

• Depreciation guides can help you determine the value of your contents. “www.claimspages.com” offers a list of standard depreciation amounts that you can view or print out free of charge (“Documents” tab, then search “Depreciation Guide”)

• Visit www.uphelp.org/samples for consumer-oriented depreciation guides.
COMMON QUESTIONS
I have a Replacement Cost policy, why is my insurance company only paying the Actual Cash Value?

• Your insurance may initially “hold back” an amount of money from a payment to you because of depreciation.

• Most policies have “Loss Settlement Provisions” that specifically state that you are owed ACV (replacement cost less depreciation) until the property is repaired or replaced.

• To collect the full amount you are entitled to under an RC policy, you have to actually replace the items and send the receipts to the insurer with a demand for the balance they owe you.
**Section I – Loss Settlement**

**COVERAGE B - PERSONAL PROPERTY**

1. **B1 - Limited Replacement Cost Loss Settlement.**
   a. We will pay the cost to repair or replace property covered under **SECTION I - COVERAGES, COVERAGE B - PERSONAL PROPERTY**, except for property listed in item b. below, subject to the following:
   
   (1) until repair or replacement is completed, we will pay only the cost to repair or replace less depreciation;
   
   (2) after repair or replacement is completed, we will pay the difference between the cost to repair or replace less depreciation and the cost you have actually and necessarily spent to repair or replace the property; and
   
   (3) if property is not repaired or replaced within two years after the date of loss, we will pay only the cost to repair or replace less depreciation.
   
   b. We will pay market value at the time of loss for:
   
   (1) antiques, fine arts, paintings, statuary and similar articles which by their inherent nature cannot be replaced with new articles;
   
   (2) articles whose age or history contribute substantially to their value including, but not limited to, memorabilia, souvenirs and collectors items; and

2. **B2 - Depreciated Loss Settlement.**
   
   a. We will pay the cost to repair or replace less depreciation at the time of loss for property covered under **SECTION I - COVERAGES, COVERAGE B - PERSONAL PROPERTY**, except for property listed in item b. below.
   
   b. We will pay market value at the time of loss for:
   
   (1) antiques, fine arts, paintings, statuary and similar articles which by their inherent nature cannot be replaced with new articles;
   
   (2) articles whose age or history contribute substantially to their value including, but not limited to, memorabilia, souvenirs and collectors items; and
   
   (3) property not useful for its intended purpose.
   
   However, we will not pay an amount exceeding the smallest of the following for items a. and b. above:
   
   (1) our cost to replace at the time of loss;
   
   (2) the full cost of repair;
   
   (3) any special limit of liability described in the policy; or
   
   (4) any applicable Coverage B limit of liability.
Loss Settlement Provision (See Policy)
A1 Replacement Cost - Similar Construction
B1 Limited Replacement Cost - Coverage B

Forms, Options, & Endorsements
Homeowners Policy
Homeowners Policy Endorsement
Amendatory Endorsement
Jewelry and Furs $1,500 Each Article/$2,500 Aggregate
Firearms $2,500 Each Article/$5,000 Aggregate

Policy Premium
$ 636.00

Discounts Applied:
Home Alert
Home/Auto
Claim Record
Is there a time limit to collect RC benefits in California?

YES – California - 36 Months

California Insurance Code 2051.5
(b)(1)(A)(ii) “...In the event of a loss relating to a “state of emergency,” as defined in Section 8558 of the Government Code, a time limit of less than 36 months from the date that the first payment toward the actual cash value is made shall not be placed upon the insured in order to collect the full replacement cost of the loss, subject to the policy limit.” (emphasis added)
Why Depreciation Matters

• Coming up with cash to buy replacement items can be hard, especially if your insurer has heavily depreciated your property.

• Your insurer typically “depreciates” the value of your damaged/lost property to account for its used condition and age.

• For all items that are covered for Replacement Cost Value, unless insurer relaxes or waives the requirement, you often **must** actually replace and submit proof to recover withheld/held back benefits.
<table>
<thead>
<tr>
<th>Item #</th>
<th>Room</th>
<th>Brand or Manufacturer</th>
<th>Model#</th>
<th>Item Description</th>
<th>Quantity Lost</th>
<th>Item Age (Years)</th>
<th>Item Age (Months)</th>
<th>Condition</th>
<th>Cost to Replace Pre-Tax (each)</th>
<th>Total Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>174</td>
<td>Living Room</td>
<td>textbook</td>
<td></td>
<td></td>
<td>1.00</td>
<td>2.00</td>
<td></td>
<td></td>
<td>79.00</td>
<td>79.00</td>
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<tr>
<td>175</td>
<td>Living Room</td>
<td>blow up pool tube</td>
<td></td>
<td></td>
<td>1.00</td>
<td>0.00</td>
<td>6</td>
<td></td>
<td>30.00</td>
<td>30.00</td>
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<tr>
<td>176</td>
<td>Living Room Nike/Adidas/and</td>
<td>Nike/Adidas/and</td>
<td>1</td>
<td>men's sweatpants</td>
<td>10.00</td>
<td>2.00</td>
<td></td>
<td></td>
<td>33.99</td>
<td>33.99</td>
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<tr>
<td>177</td>
<td>Living Room golf</td>
<td>golf</td>
<td></td>
<td>men's dress pants</td>
<td>1.00</td>
<td>0.00</td>
<td>6</td>
<td></td>
<td>69.99</td>
<td>69.99</td>
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<tr>
<td>178</td>
<td>Living Room classic fashion</td>
<td>classic fashion</td>
<td></td>
<td>men's dress pants</td>
<td>1.00</td>
<td>0.00</td>
<td>6</td>
<td></td>
<td>55.99</td>
<td>55.99</td>
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<tr>
<td>179</td>
<td>Living Room apt 9</td>
<td>apt 9</td>
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<td>men's dress pants</td>
<td>1.00</td>
<td>2.00</td>
<td></td>
<td></td>
<td>59.00</td>
<td>59.00</td>
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<tr>
<td>180</td>
<td>Living Room</td>
<td>craft and barrow</td>
<td></td>
<td>men's pajama pants</td>
<td>7.00</td>
<td>3.00</td>
<td></td>
<td></td>
<td>19.99</td>
<td>139.93</td>
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**Negotiation**

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**Liberty Mutual**

New England Region
PO Box 1053
Montgomeryville, PA 18936-1053
Office: (800) 566-0323
Fax: (866) 479-8438

<table>
<thead>
<tr>
<th>Description</th>
<th>Qty</th>
<th>Unit Price</th>
<th>Estimate Amount</th>
<th>Additions</th>
<th>Replacement Cost Value</th>
<th>Depreciation</th>
<th>Actual Cash Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>17. Shirt - Men's - Casual - Standard grade</td>
<td>7.00 EA</td>
<td>$11.00</td>
<td>$77.00</td>
<td>$89</td>
<td>$81.89</td>
<td>-$30.71</td>
<td>$51.18</td>
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<tr>
<td>Orig. Desc. - customs men's tee shirt</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>18. Calculator</td>
<td>1.00 EA</td>
<td>$21.00</td>
<td>$21.00</td>
<td>1.33</td>
<td>$22.33</td>
<td>-$8.93</td>
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<td>Orig. Desc. - large electric calculator</td>
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<td></td>
<td></td>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td>19. Tie / Necktie - Men's - High grade</td>
<td>1.00 EA</td>
<td>$21.00</td>
<td>$21.00</td>
<td>5.33</td>
<td>$22.33</td>
<td>-$11.17</td>
<td>$11.16</td>
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<td></td>
<td></td>
<td></td>
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<td></td>
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<tr>
<td>Brand: Pierre Jacques</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>20. Sweater - Ladies' - High grade</td>
<td>1.00 EA</td>
<td>$22.00</td>
<td>$22.00</td>
<td>1.40</td>
<td>$23.40</td>
<td>-$5.85</td>
<td>$17.55</td>
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<tr>
<td>Orig. Desc. - basic additions , women's turtle neck</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Brand: basic additions</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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Example

<table>
<thead>
<tr>
<th>Line Item (Item #)</th>
<th>1</th>
<th>3</th>
</tr>
</thead>
<tbody>
<tr>
<td>description</td>
<td>bath towel</td>
<td>roomba</td>
</tr>
<tr>
<td>Replacement Cost (RC)</td>
<td>18.08</td>
<td>478.58</td>
</tr>
<tr>
<td>Actual Cash Value (ACV)</td>
<td>7.23</td>
<td>430.72</td>
</tr>
<tr>
<td>Estate Remaining</td>
<td>10.85</td>
<td>47.86</td>
</tr>
</tbody>
</table>

Receipt Example

<table>
<thead>
<tr>
<th>Item</th>
<th>bath towel</th>
<th>roomba</th>
</tr>
</thead>
<tbody>
<tr>
<td>cost on receipt of replaced item (of similar kind) (original cost)</td>
<td>15.50</td>
<td>499.99</td>
</tr>
<tr>
<td>receipt number (you number these receipts)</td>
<td>1</td>
<td>2</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Item #</th>
<th>Description</th>
<th>RC</th>
<th>ACV</th>
<th>Original Cost</th>
<th>amount recoverable</th>
<th>Receipt</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>towel</td>
<td>18.08</td>
<td>7.23</td>
<td>15.50</td>
<td>8.27</td>
<td>1</td>
</tr>
<tr>
<td>3</td>
<td>roomba</td>
<td>478.58</td>
<td>430.72</td>
<td>499.99</td>
<td>47.86</td>
<td>2</td>
</tr>
</tbody>
</table>

Remember: The amount of money you are owed is the lesser of (1) the “original cost” (cost to buy item new) or (2) the agreed upon RC amount

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“When the amount claimed is adjusted because of... depreciation...all justification for the adjustment shall be contained in the claim file.

Any adjustments shall be discernable, measurable, itemized, and specified as to dollar amount, and shall accurately reflect the value of the... depreciation...

Any adjustments for... depreciation shall reflect a measurable difference in market value attributable to the condition and age of the property and apply only to property normally subject to repair and replacement during the useful life of the property.

The basis for any adjustment shall be fully explained to the claimant in writing.”
Deep Breath
Do what’s best for you

• No one but you can assess your tolerance for this process.
• Some may need/desire to recover every dollar in their contents coverage to be made whole.
• Some may settle for less, knowing they are leaving money on the table.
• Choose the best path for your family and your finances.
Best Practices

- Get it in WRITING!
- If not, put it in writing, back to them confirming
- Keep it professional
- Be concise and to the point
- Bold or bullet point your requests
- Use proper grammar and punctuation
- Promptly respond to letters and reasonable requests
- Avoid venting frustrations and emotions to your adjuster

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Stay Connected to Other Disaster Survivors

• Join our Survivor to Survivor Forum on the 1\textsuperscript{st} and 3\textsuperscript{rd} Tuesday of month at 7 pm PT/ 8 pm MT
• Great source of information about:
  – Insurance
  – Negotiation and Financial strategies
  – Referrals and warnings re: professionals
• Important source of emotional support
  – No one else understands your challenges and emotions like another survivor
## Upcoming Roadmap to Recovery™ Events

**www.uphelp.org/events**

<table>
<thead>
<tr>
<th>Event</th>
<th>Date</th>
<th>Time</th>
<th>Location</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Deadlines and Decisions at the 1-year anniversary</strong></td>
<td>Thursday, July 15, 2021</td>
<td>4:00 p.m. PT</td>
<td>Zoom</td>
<td>registration required</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>2020 CA wildfire survivors</td>
</tr>
<tr>
<td><strong>Survivor to Survivor Forum</strong></td>
<td>Tuesday, July 20, 2021</td>
<td>7:00 p.m. PT / 8:00 p.m. MT</td>
<td>Zoom</td>
<td>registration required</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>All wildfire survivors</td>
<td></td>
</tr>
<tr>
<td><strong>Deadlines and Decisions at the 1-year anniversary</strong></td>
<td>Wednesday, July 21, 2021</td>
<td>5:30 p.m. MT</td>
<td>Zoom</td>
<td>registration required</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>2020 Colorado wildfire survivors</td>
<td></td>
</tr>
<tr>
<td><strong>Roadmap to Recovery Q&amp;A</strong></td>
<td>Wednesday, July 21, 2021</td>
<td>5:30 p.m. PT</td>
<td>Zoom</td>
<td>registration required</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>2020 CA wildfire survivors</td>
<td></td>
</tr>
<tr>
<td><strong>Construction, Financing, and Project Completion</strong></td>
<td>Thursday, July 22, 2021</td>
<td>4:00 p.m. PT</td>
<td>Zoom</td>
<td>registration required</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>2018/2019 California wildfire survivors</td>
<td></td>
</tr>
</tbody>
</table>

Register for upcoming events.

View recordings of past events and related resources.

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Your Camp Fire Help Library
www.uphelp.org/campfire

- Camp Fire-Specific Resources with Step by Step Guidance
- One Click Links to Sign UP for Events And Email Notifications
- Links to Pro-consumer Professional Help www.uphelp.org/findhelp
- Sample Letters & Claim Forms www.uphelp.org/samples
- Survivors Speak Tips www.uphelp.org/survivorsspeak
- Upcoming Workshops And Resources www.uphelp.org/r2r
Your Woolsey Fire Help Library
www.uphelp.org/woolsey

- Woolsey Fire-Specific Resources with Step by Step Guidance
- One Click Links to Sign UP for Events And Email Notifications
- Links to Pro-consumer Professional Help www.uphelp.org/findhelp
- Sample Letters & Claim Forms www.uphelp.org/samples
- Survivors Speak Tips www.uphelp.org/survivorsspeak
- Upcoming Workshops And Resources www.uphelp.org/r2r
Your 2019 Southern California Wildfire Help Library
https://www.uphelp.org/2019SoCal

• 2019 Southern California-Specific Resources with Step by Step Guidance

• One Click Links to Sign UP for Events And Email Notifications

• Links to Pro-consumer Professional Help www.uphelp.org/findhelp

• Sample Letters & Claim Forms www.uphelp.org/samples

• Survivors Speak Tips www.uphelp.org/survivorsspeak

• Upcoming Workshops And Resources www.uphelp.org/r2r

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Your 2019 Kincade Fire Help Library
https://www.uphelp.org/kincade

• 2019 Kincade Fire-Specific Resources with Step by Step Guidance

• One Click Links to Sign UP for Events And Email Notifications

• Links to Pro-consumer Professional Help www.uphelp.org/findhelp

• Sample Letters & Claim Forms www.uphelp.org/samples

• Survivors Speak Tips www.uphelp.org/survivorsspeak

• Upcoming Workshops And Resources www.uphelp.org/r2r

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Stay informed – Sign UP

To be added to our mailing list for notices of future events and updated guidance:

• Encourage friends to sign up: www.uphelp.org/signup

• To request a copy of today’s slides or video, email: info@uphelp.org