



Viking Catastrophe Services

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Filing a Claim

Follow these simple instructions to initiate a hassle free process:

1. Be aware of and understand the “Date of Loss” or “Storm Date” and “Type of Loss” (wind, hail, tornado, or hail and wind).
2. If any emergency temporary repairs were performed (tarping, boarding up windows, temporary fence, etc) keep a list of work completed and save invoices/receipts.
3. Contact the Claims Center of your insurance company and report that you have damage to your home (wind, hail, tornado, or hail and wind) and need to file a claim (note any emergency temporary repairs at this time). Your Project Manager will provide you with a toll free number of your insurance carriers Claim Center and/or you will find toll free phone numbers on our company’s web site (www.cardinalcat.com). For some companies, your project manager can file a claim on your behalf with your policy number. We can also file your claim together via speaker phone.
4. Most insurance companies permit their clients to file a claim on-line. Please check our company’s web site (www.cardinalcat.com), click “insurance companies we work with”, find your insurance company, and follow their instructions to file a claim.
5. Your insurance provider will contact you via phone (usually within 48 hours) and assign a claim number, the adjuster’s name, a contact number, and will set a date and time for the adjustment appointment.
6. It is very imperative when setting the adjuster appointment that your insurance carrier knows and understands that you have signed an agreement with Viking Catastrophe Services, and that you have directed our Project Manager to work with their adjuster acting on your behalf to set the scope of damage. This simply means they need to set an exact date and an exact time for the appointment.
7. **Please remember:** The most important aspect of our professional services is meeting with your insurance adjuster and setting SCOPE OF DAMAGE. If we do not meet with your adjuster, items are usually missed and/or denied. Please make sure you contact your Project Manager as soon as you receive your adjuster appointment time and date.

Please write down this important data:

Date and Type of Loss and/or Storm Date:

Claim Number:

Adjusters Name:

Adjusters Cell Phone Number:

Appointment Date and Time: