Enclosed please find a copy of our estimate for repairs necessary due to the captioned loss.

We have completed the investigation of your claim and would like to take this opportunity to explain your payment, which will be mailed to you separately.

Please review the information provided below to help you understand your payment and the claim process.

**Depreciation**

Please refer to the **Summary** pages at the end of the estimate to determine the type of depreciation that has been applied.

* **If non-recoverable depreciation** has been applied to a portion of your loss, your policy requires that property of this type be settled at actual cash value (depreciation applied). You will not be reimbursed for non-recoverable depreciation.
* **If recoverable depreciation** has been applied, and **has not been paid per policy provisions**, your policy allows for reimbursement for those depreciated items not exceeding the total amount it cost to repair or replace. **Once the repairs are completed, please submit your contractor’s final invoice to us for review along with copies of canceled checks.**
* The following conditions are required prior to reimbursement of **recoverable** depreciation:
	1. **In the Commonwealth of Massachusetts the structure must be repaired or property must be replaced within 2 years from the date of loss.**
	2. **You must have documentation to support that you have paid for the repairs or replacement of property. Handwritten receipts are not considered sufficient documentation.**

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| **Before Starting Repairs*** Before repairs begin, please show our estimate to your contractor. If your contractor’s estimate exceeds the amounts in our estimate, please contact us prior to beginning the work.
* If your mortgage company is named on your settlement check, you will need to contact your mortgage company to review its procedures for handling claim checks.
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| **Requesting Recoverable Depreciation*** **Once the work is completed, we will need copies of all properly dated receipts, invoices and cancelled checks (front and back), as well as any other pertinent documentation that will establish the amount you actually spent to repair or replace the damaged property. Handwritten receipts are not considered sufficient documentation.**
* Please send recoverable depreciation documentation including claim number to the mailing address or fax number listed above.

Please be further advised that the applicable policy and statutory provisions state that no suit or action can be brought against this insurer for the recovery of any claim by virtue of this policy unless the policy provisions have been complied with and the action is started **within two (2) years after your date of loss** (see policy provision “suits against us” and M. G. L. c. 175 sec. 99 sec. Twelfth).MPIUA continues to maintain its full reservation of rights regarding any rights, privileges and/or defenses available to it by law and the contract of insurance.This correspondence or any other action that is taken by MPIUA through its employees, agents and/or designees is not and should not be considered as a waiver of those rights, privileges and/or defenses |

If you have any questions or concerns about your claim, please feel free to call us at the number provided.

**Frequently Asked Questions**

**Where is my check?**

Settlement checks are mailed separately from your estimate. This allows the check to be processed more efficiently, which cuts down on the amount of time it takes for the postal service to deliver your check. If you have not received your check, you should receive it very soon.

**If my policy provides replacement cost coverage, why am I not being paid full replacement cost?**

If your policy provides replacement cost coverage, the loss settlement conditions state the replacement cost is paid only after repairs are completed and that money has actually been spent. We have issued your payment, possibly subject to a deduction for depreciation and your deductible, to allow you to secure a contractor and begin the repair process. When repairs have been completed, please submit copies of all properly dated receipts, invoices and cancelled checks (front and back), as well as any other pertinent documentation that will establish the amount you actually spent to repair or replace the damaged property. Handwritten receipts are not considered sufficient documentation.

**The check is written to me and my mortgagee. Why? How do I endorse it?**

Under the terms of your policy contract, any loss payable for damage to your building may be paid to both yourself and the mortgagee, as both have an insurable interest in the home. We are unable to remove the mortgagee from your check without their written permission. To endorse this check, please contact your mortgage company and they will guide you through their procedures to endorse insurance proceeds.

**How do I find a contractor to perform repairs?**

We encourage you to select your own contractor so you are comfortable and confident with the vendor working on your home. Before signing a contract with a contractor, you should check references by talking with neighbors, friends, relatives, the Better Business Bureau, and/or other professional organizations. Remember to present a copy of your estimate to your contractor. In most cases your contractor will work off this estimate.

**My contractor has written an estimate which is more than what you have written. What do I do?** We make every effort to estimate your damages completely and accurately the first time. Occasionally, additional damages are found. Most differences between estimates are small and can be settled over the phone. You should call the number listed on your estimate immediately and we’ll work with your contractor to resolve the differences and make the necessary adjustments within the terms of your policy.