

Contents

Introduction	x
Disclaimer	xii
Part 1: Pre-Game	13
Chapter 1: The Nutshell	14
Chapter 2: Dynamite and Sledge- hammers: Busting Myths About Homeowners Insurance	17
Part 2: The Rules of the Game	25
Chapter 3: FZXYROER EDZJUDT (Under- standing and Deciphering Your Homeowners Policy)	26
Sample Policy	27
Coverage "A"	41
What is Covered	41
What isn't Covered	48
Coverage "B"	55
What is Covered	55
What isn't Covered	62
Coverage "C"	63
Conditions	64
Additional Coverages/ Endorsements	67
Part 3: The Game	70
Chapter 4: From the First Moment: Homeowners' Duties and	71

Responsibilities	
Safety	72
Reporting Damages	73
Temporary Repairs	75
Documentation	76
Bills and Invoices	77
Photos/Video	79
Damaged Property	81
Your Time and Expenses	83
Contact with your Insurance Company	85
Chapter 5: That Exhausted, Sweaty Person Who Shows up on Your Doorstep: the Adjuster	88
Why You Need to be Present During an Adjuster's Inspection	91
How to Handle an Adjuster, i.e., Don't Pull a Gun on Him	93
Bad Adjuster? Get a New One!	95
Chapter 6: How to Tell the Difference Between a Stone Tablet from God and an Estimate from Your Insurance Company	97
The Scope of Repairs	98
The Estimate	101
Line Items	102
Minimum Charges/Base Service Fees	103
Sample Estimate	105
Chapter 7: Getting Paid: a Crash Course on Insurance Company Math (or Why the Check You Get Seems so Tiny)	107
ACV and RCV	110
Overhead and Profit	112

How Not to get Depressed over Depreciation	114
The Dreaded Deductible	116
The Mortgage Company	119
Deceased Policyholder	122
Invisible Squirrels: What isn't in Your Estimate	123
Chapter 8: Selecting Contractors: 10 Questions to Ask	125
Chapter 9: Settling Your Claim: What Insurance Companies Don't Want You to Know	134
Who Should Settle Your Claim?	135
Settling Your Claim	139
Appraisal/Arbitration	142
Personal Property	144
Appraisal	145
Salvage and "Buy Back"	145
Chapter 10: Destination: Restoration	148
Time is Not on Your Side: Limitations on Collecting Payments	148
Living Allowance: ALE	150
Making Upgrades	151
Supplemental Payments	152
Lien Releases	153
Doing the Work Yourself	155
Chapter 11: Denials	156
Climbing the Ladder: Going Up the Insurance Company Chain of Command	158
The Insurance Commissioner	160
Last Resort: Suing Your Insurance	160

Part 4: Common Losses and Issues 163

Common Losses

Chapter 12: Hail 164

Chapter 13: Tornado and Straight-Line Wind 170

Chapter 14: Hurricane 173

Chapter 15: Mold 179

Chapter 16: Snow and Ice Buildup 183

Chapter 17: Earthquake 185

CEA: Earthquakes in California 188

Coverage and Settlement 191

Disputes

CPR: Claim Payment Ratio 192

Fair Claims Practices 192

**Chapter 18: Sewer and Drain Backup/Sump
Pump Overflow** 194

**Chapter 19: Lightning and Power
Outage or Surge** 197

Chapter 20: Fire 200

Common Issues

**Chapter 21: Multiple Losses: Multiple
Deductibles?** 203

Chapter 22: Additional Living Expenses (ALE) and Loss of Rents	206
ALE	206
Loss of Rents	209
Chapter 23: Tree Debris Removal	211
Chapter 24: Siding	216
Chapter 25: Roofing	221
Asphalt Composition Roofing	221
Broken Seals	224
Manufacturing Defects and Installation Errors	225
Wood Roofing	228
Chapter 26: General Debris Removal	230
Chapter 27: Buying or Selling a Damaged Property	233
Chapter 28: Reinspection	235
Chapter 29: Home Inventories: Why They Make Sense	237
Glossary/Index	239
Resources	249
Appendix	258
Forms	267