



Phone 855.459.6100
Fax 866.290.7457

www.easternclaims.com
PO Box 97 • Nashville, NC 27856

The Claims Process-Disclaimer

To whom it may concern:

We understand that you have submitted a claim to your insurer. Eastern Claims Service, Inc. "Eastern Claims" is an independent adjusting company that has been hired by your insurance company to inspect, investigate and evaluate your claim. One of our claim representatives will be assisting you through the process and is providing this letter to let you know what to expect and preserve all rights of all parties under the policy.

The results of our investigation of your claim will be timely forwarded to your carrier. Please feel free to call us or your claim representative during this time with any updated information that might change our findings. We appreciate your patience during this time as we attempt to properly evaluate your claim.

After we submit our report, your carrier will need time to review our report. After review, either your carrier or someone from our firm will contact you either by letter or by phone to go over the results. Any and all coverage questions, scope of damages or figures discussed prior to your carrier's review are non-binding until accepted by your carrier. Finally, additional investigations or information may be needed to bring this matter to a conclusion after review. **This does not relieve you of any obligation under the policy, including any obligation to mitigate your damages by protecting your property from further damages as outlined in your policy.**

Furthermore, this investigation and letter is not to be considered as a waiver of any of the terms and conditions of the policy. Rather, by taking this action your carrier, this firm and its representatives are not waiving any rights, defenses, conditions, provisions or exclusions of your policy, but rather specifically is reserving their rights under the policy, which include but are not limited to its right to rely upon and assert any applicable reasons, policy provisions or exclusions to deny coverage if the investigation shows there is no coverage. Only your carrier can make this decision after reviewing the information we provide. If you should have any questions, don't hesitate to contact your claims representative directly.

Sincerely;

The Eastern Claims Team

Eastern Claims Service, Inc.
1-855-459-6100