



Phone: 812-824-5055
Toll-free: 800-828-1210
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Bloomington, IN 4740
www.CallHarrisServices.com

Dear Homeowner,

Thank you for choosing Harris Services to assist you and your insurance company during this challenging time. Our team understands that this is a difficult time; we strive to provide you with superior service and proper communication to reduce your degree of inconvenience. We will work diligently to return your home to its original condition as quickly as possible.

What to Expect:

The information in this letter and the Helpful Hints box will help in making this process move smoothly. The first few days will be focused on drying structure and contents. At times it may be necessary to remove a portion of the structure, such as drywall, flooring, trim, etc., to expedite the drying process. Once the drying is completed, we will work to restore any disturbed structure and return items as they were found.

For Your Convenience:

Harris Services respects your schedule; therefore, we request you to allow the placement of a lockbox with a house key to monitoring the job efficiently. This process will enable us to work in your home with minimal inconvenience and complete the job promptly.

Working Together:

This experience can be confusing. We will work closely with you and your insurance company to return your home to its pre-loss condition. Your mortgage company has an invested interest in your home that may require them to be listed on the insurance payment draft. This will require you to notify your mortgage company of the loss. These procedures can vary depending on the mortgage company's practices. It may require additional paperwork to be completed to process the payment draft. Once our office becomes aware of the insurance company's direction of payment, we will notify you on how to proceed. We will be in contact with you daily to keep you informed of the progress. We want to make sure that you are satisfied, so if at any time you have a concern or question, please get in touch with our office. Thank you for allowing us to serve you.

Respectfully,

*Your friends at
Harris Services*

HELPFUL HINTS

1. Please DO NOT turn off, move, or rearrange any of the equipment, as it will delay the drying process.
2. Maintain a temperature between 68 – 72 degrees in your home.
3. Contact our office if you have any concerns