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## Important Information Regarding Your Claim

The magnitude of the devastating winter freeze has created unique challenges for everyone impacted by this catastrophe. We hear you and we're reaching out with an overview of the steps to resolving your claim.

### We'll check out your damages

- In some cases, it's possible that we can evaluate your damages with photos you provide. Check your inbox for a link from State Auto and follow the step-by-step instructions.
- An in-person review of your damages may be the best fit for your claim, facilitated by our claims team.
- Please submit any requested documentation at [myclaimshub.stateauto.com](https://myclaimshub.stateauto.com) or email directly to your claims professional.
- We'll evaluate the damages and write an estimate addressing all damages covered under your policy.

### Next, we'll give you a call

- We'll review with you all coverages that apply to your claim.
- We'll go over each detail of the inspection results and estimate to repair your damages.
- For covered claims, we'll arrange claim payments quickly. Direct deposit payments are safe and secure. You'll need the last four digits of your cell phone, your email, and zip code to get started.

### Tips for selecting a trusted contractor

- We'll work with the contractor of your choice to complete all repairs.
- Sadly, a catastrophe magnifies the opportunity for scams. Here are some tips to [avoid contractor scams](#) and [price gouging](#). If you feel someone is trying to take advantage of you, your CARE professional is always available for guidance and support.

We're working diligently to keep you up to date on everything related to your claim. You can check the status of your claim at [myclaimshub.stateauto.com](https://myclaimshub.stateauto.com).

Thank you for your trust in us,

Your **State Auto CARE Team**