



Customer Guideline

1. Homeowner and 5 Star Rep call in the claim together, and fill out our Contingency Form at the same time.
2. The customer then signs the Contingency Form agreeing to one of our Inspectors going on their roof and taking damage pics, as well as agreeing to use us, 5 Star, to perform their roof replacement if approved
3. Our Inspector will come out to the home within 5 days to perform the inspection and take damage pics. The Homeowner does not need to be home, but will receive a text alerting them that our inspector will be coming to their home.
4. Next, the Homeowner is notified of the Adjuster Appointment from their Insurance Company, they are to inform our 5 Star Rep of the date and time. Our 5 Star rep will be present at the AA representing the Homeowner and 5 Star.
5. After the AA takes place, the Homeowner will receive the Estimate summary from the Insurance Adjuster usually within 7-10 days. If the homeowner does not receive it by this time, they are to call their adjuster and follow up. Our 5 Star rep will keep in contact with you during this time to assure the estimate is received.
6. Once the homeowner receives the Insurance Estimate, please contact your 5 Star rep immediately to let them know that you are emailing the estimate to them or they can come to your home and pick it up.
7. We will then refer to the Approved estimate to configure the numbers and draw up an Agreement between 5 Star and the Homeowner.
8. The Agreement is then emailed to the customer to be reviewed and signed/returned within 48 hours electronically. If the Homeowner prefers to hand sign the Agreement, the Rep will come to your home with the Agreement for review and signature.
9. At this time, the Insurance company will be sending an initial check to the Homeowner. The Homeowner is to call their 5 Star Rep and let them know they have received the check and it can be picked up.

Turn Over ----->

10. Once we have both the signed Agreement, and the initial check, the job is ready to have the materials ordered. Once Materials are ordered, the install will occur within 72 hours as weather permits. * We do not install in rain or hazardous weather conditions that could cause injury to our installers.
11. Once the install is complete, a final invoice will be written and emailed to the insurance company asking to release the final check for payment. The Homeowner is to again reach out to their 5 Star rep and let them know the final check has arrived and is ready for pick up.
12. Once the final check is collected your job is now complete and we will register your GAF Roof Warranty and email it directly to you.
13. At this time, we would appreciate you sharing your positive experience with us by leaving us a 5 STAR Google Review. The steps to doing this are in your 5 Star Folder that was given to you on the first day when you signed your contingency. If you experience difficulty, please reach out to your Rep for assistance. We will thank you for sharing your positive experience with others on Google Review by gifting you a \$50 Gift Card to Lowes.
14. Last but not least, if you should have any issues or questions throughout this entire process please reach out to your 5 Star Rep for assistance. Our team thrives on communication and making sure we walk you through this process with satisfaction. However, things occur in life for everyone, and if you are having difficulty contacting your 5 Star Rep, please feel free to call us at (833) 5STAR-07 and we will be happy to assist you.

Welcome to the 5 Star Family!