**Upon arrival at the loss site:**

1. Good morning/Good afternoon Mr/Mrs/Ms Customer, my name is \_\_\_\_\_\_\_\_ with (name of the network). We spoke on the phone recently in regards to your claim with Allstate. I am here to take a look at your property. First, do you have any damages on the inside that I would need to inspect? (If yes, request permission to enter the property). Next, I would like to take a walk around to get a better understanding of the layout of your home. After that, I will video call your Allstate adjuster so we can work together in evaluating everything that’s been documented. Lastly, after I have completed my walk through with the Allstate adjuster, I will provide you the opportunity to video chatwith your Allstate Adjuster. At that time, the Allstate Adjuster will explain the next steps in the process. They will also be able to answer any policy or coverage questions for you as well. Do you have any questions for me before we begin?

\*Coverage is subject to all policy terms, conditions, limitations and exclusions.