

National Claims Recovery, LLC

183 Maggie Kate Ct. Wentzville, MO 63385

The Claims Process:

- A claims specialist will meet with the homeowner to explain the process, fill out paperwork and collect any samples if necessary. All homeowners must be present. This will take thirty to forty-five minutes.
- All paperwork concerning your claim is sent to our main office for processing.
- NCR will forward the claim to the Independent Claims Administration.
- NCR will receive verification in approximately 12 to 16 weeks that your claim has been sent to the court appointed inspector for inspection.
- The inspection should occur within 8 weeks after receiving the verification notice. The inspector is instructed to contact us at least 24 hours in advance to inform us when the inspection is scheduled. We will contact you at this time.
- NCR and the homeowner will receive your settlement results in approximately 12-16 weeks after your inspection has been completed. **If you receive a settlement, a check will be enclosed with your offer letter.** We will contact you to discuss your results and your options. If for some reason you change your phone number or you move, please let us know so we can update your file.
- Once the offer is accepted NCR will invoice the homeowner for the fee agreed upon. **If you do not receive a settlement, you do not owe us anything.**
- This is an approximate time line, which can vary depending on the volume of claims being processed by the Independent Claims Administrator and the inspectors. Most claims take 8 to 12 months.
- If you have any questions concerning your claim, you may contact our main office at (636) 978-9426 or (866) 640-3611.