

# Let's talk about the drying process.



We understand coping with water damage to your home can be stressful, but we're here for you—every step of the way. Here's what you should expect while drying your home.

## How do I start the drying process?

Select one of the many specially trained Liberty Mutual Water Mitigation Program Vendors<sup>1</sup>, or find a water mitigation company of your choice. For more information on finding the right vendor, ask your Claims Representative for a copy of [Have Water Damage? Benefits of Our Vendor Program](#).

## What can I expect if I use one of your program vendors?

**Expertise:** Our program vendors are certified and receive specialized training in water restoration.

**Quick response time:** A professional will contact you within one hour to schedule mitigation services. Once you connect, they'll schedule an appointment at your home in most cases within four hours.

**Convenient process:** We can coordinate directly with our vendors so you have one less thing to worry about. We can even pay the vendor directly so your claim can be handled quickly and efficiently.

## Why is it important to dry my home?

Drying your home as quickly as possible reduces the chance of further damage and is necessary before repairs can begin.

## What happens during the water mitigation process?

Most of the time you'll need dehumidifiers and drying fans to ensure the area is completely dry and to help prevent additional water damage.

- Your mitigation professional will walk you through their plan of action and this will be determined by the amount of water in your home, the building materials affected, and the time it will take to dry everything out.
- Make sure that drying devices are left on and in the same position for the duration of the drying process. Moving the equipment can potentially affect the drying time.
- Once your home has been dried, all the equipment will be removed.

### **Will the vendor have to remove any building materials from my home?**

The vendor can often dry the home without removing any building materials, such as carpeting or drywall. Our goal is to get your home back to normal as soon as possible.

### **Will I have to pay the vendor anything?**

Depending on the extent of the damages in your home, you may have to pay your policy deductible to the vendor. Your Claims Representative will explain how your claim payment is calculated and how your deductible will apply.

### **How will the vendor get paid?**

The vendor will be paid directly by Liberty Mutual once the final invoice is reviewed for accuracy. You will receive a notification of the final paid amount.

### **What happens after my home is dry?**

Your Claims Representative will work with you and the vendor to determine what repairs, if any, are needed after your home is dry. If repairs are needed, your Claims Representative will estimate their cost. If you need help choosing a contractor, your Claims Representative will provide you with a copy of [Need a Contractor? We've Got You Covered](#).



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