

Need a contractor?

We've got you covered.



Choosing a contractor can be overwhelming. That's why we created the Liberty Mutual Preferred Contractor Network!¹ Each of these contractors will ensure timely work that's guaranteed for three years for home repairs and five years for roof repairs.² Talk to your Claims Representative for more information.

Have your own contractor? See the checklist below for help with the process.

Stability

- Make sure your contractor is licensed. You can ask your contractor directly, search online, or check with your local building inspector.
- Ask for a copy of their Certificate of Insurance to confirm they have Workers' Compensation insurance and Commercial General Liability Insurance.

Reference Checks

- Ask your contractor for a list of former customers to see if they were satisfied with their work.
- Check online reviews from reputable websites (such as the Better Business Bureau, National Association of Home Builders, or Consumer Reports), or get referrals from friends or relatives.

Quality

- Ask your contractor for some examples of their work.
- Confirm they offer a warranty.
- Make sure they'll be on-site during the project and will inspect any work performed by their subcontractors.
- Make sure they'll be able to get proper permits and are familiar with local building codes.

Capability

- Ask your contractor to set up a meeting with you and any of their subcontractors before your project begins.
- Ask your contractor about their subcontractors' experience.
- Ask how many other jobs they're currently working on to make sure they'll be able to keep your project on schedule.
- Make sure they provide you with a detailed cost estimate before starting any work.
- Show your contractor a copy of the estimate from your Claims Representative, and call us if you receive an estimate from your contractor that is higher.

If at any time during the process you're interested in using the Liberty Mutual Preferred Contractor Network¹, please contact your Claims Representative.



Track your claim anytime, anywhere with your online account.

Visit libertymutual.com/propertyclaim

- View claim status and details
- Upload claim-related documents and photos
- Update your contact information

This document is not intended to be a complete summary of Liberty Mutual's claims handling practices and standards, nor does it address all claims scenarios. The application of any information within this document will depend on specific facts, circumstances, policy language, and applicable law. Any failure to quote or refer to any specific policy provision in the body of this document or otherwise is not a waiver of those provisions. ¹Availability of Preferred Contractor Network may vary by state. ²Program may be limited to certain geographical areas. Exceptions may apply under certain conditions, such as local catastrophic event or a severe storm situation. Equal Housing Insurer. ©2019 Liberty Mutual Insurance