



HAVE WATER DAMAGE?

Benefits of Our Vendor Program

Recovering from water damage to your property can be stressful. That's why your Claims Representative is always there for you. They can help you choose the recovery option that's best for you.

While you can always use a company of your choice, we recommend using one of **Liberty Mutual Insurance's Water Mitigation Program Vendors**, who are highly experienced and trained in today's most advanced drying technologies. And since they work directly with our Water Mitigation Unit, your claim will be settled faster and you'll get back to normal sooner.¹

Why choose a Liberty Mutual vendor?



Fast Service

For the majority of claims, our vendors will contact you within one hour of reporting your claim and will arrive at your home within four hours.



Pre-negotiated Rates

Our vendors have agreed to complete work at pre-negotiated rates, so you can worry less about expenses and know that it will be a seamless experience.



High Quality

You can count on our professionally licensed vendors who have trained at specialized schools to dry out your home.



Greater Efficiency

We work directly with our vendors, so your claim is handled quickly and efficiently. It's also one less thing for you to worry about.



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 letter or otherwise is not a waiver of those provisions.

¹Not all services are available in all geographic locations. You are in no way obligated to use our Water Mitigation Program Vendors.

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