

## Innovation Property to the rescue.

Safeco has a trusted partnership with Innovation Property – a reliable company with connections to outstanding contractors and specialists. You can count on:

- **Convenience** – Innovation Property's call center is available 24/7, 365 days a year.
- **Speed** – Innovation Property promises a speedy response to your call.
- **Peace of Mind** – All contractors are experienced and have passed background checks. They are licensed, certified, insured and bonded.
- **Quality** – Innovation Property is committed to doing the job right. They're not happy until you are.
- **Price** – There's no cost to you for using Innovation Property.
- **Guarantees** – Innovation Property provides the following warranties on labor and workmanship.  
For **Roofing** – 5-year warranty on any replacement and 3-year warranty for roof repair work.  
**All other Restoration, Repair or replacement work:** 3 year warranty.

## Safeco Insurance.

This is the kind of service customers have come to expect from Safeco and its independent agents: understanding what matters to you, then coming up with solutions to make your life safer, easier and hassle-free. To learn more, go to **Safeco.com** or contact your independent Safeco agent.

### **PRESIDENTS GUARANTEE**

We pledge to make the best of a bad situation by making the claims experience as smooth as possible.

From the moment you receive a timely and fair estimate of damages until we lay out the welcome mat in front of your newly repaired home, you can count on Safeco to be there for you, every step of the way.

Innovation Contractor partners are monitored to ensure they uphold our high expectations of service, quality and speed. When you choose to have your home repaired by Innovation Property the repairs are guaranteed by Innovation Property or its contractors for labor and workmanship.

**Safeco Insurance™**  
A Liberty Mutual Company



**When trouble comes your way,  
we have a way to fix it.**

Important information about repairing damage to your home.

In case of damage to your home, call Safeco's Claims Department immediately at 1-800-332-3226.

Brought to you by Safeco and your independent Safeco agent.



**Safeco Insurance™**  
A Liberty Mutual Company

Safeco Insurance Company  
1001 Fourth Avenue  
Seattle, WA 98154

**1-800-332-3226**

**Safeco.com**

AP-7511 4/12



**1-866-710-3112**

**Safeco Insurance™**  
A Liberty Mutual Company



## Safeco and Innovation Property: Teaming up to get your home back in shape.

When you suffer property damage, you want it fixed right and fixed quickly.

**Fire**

**Wind**

**Lightning**

**Smoke**

**Hail**

**Vandalism**

We're here to help, with local contractors who specialize in construction and restoration services for the insurance industry.

These are highly trained, pre-screened specialists who offer services such as:

- Carpentry
- Gutters
- Electrical
- Siding
- Cabinetry
- Drywall
- Plumbing
- Painting
- Heating and A/C
- Framing
- Masonry
- Roofing\*

## How Innovation Property works with you.

Working with an Innovation Property contractor is simple, quick and hassle-free:

1. Contact your Safeco Claims Department at 1-800-332-3226 to report the damage to your property.
2. A Safeco representative will inspect your damages and prepare an estimate of the repairs for you.
3. If you would like to have a network contractor referral, your Safeco representative will contact the Innovation Property network.
4. Innovation Property will contact you to begin the contractor selection process.
5. Your Innovation Property contractor will contact you for an appointment to inspect the damage and reach an agreement with Safeco on the estimated repairs.
6. You authorize the contractor to begin work.
7. You authorize payment directly to the contractor when repairs are completed, and you are completely satisfied.
8. You pay your deductible to the contractor.
9. You relax in your beautifully repaired home.

\*If you are not filing a claim, you can still access Innovation Property's services at 1-866-710-3112.

## Service Response Guidelines\*

Here's what you can expect from Safeco and Innovation Property when you select a recommended contractor to repair damage to your home:



Innovation Property contractors are committed to contacting you within one hour.



The contractor of your choice from Innovation Property's network will inspect your home within 48 hours.



The contractor will work with a Safeco representative to reach an agreed upon cost for the repair.



Safeco monitors the progress of the job to make sure you are satisfied.



\*Note: program may be limited to certain geographical areas.

In case of damage to your home, call Safeco's Claims Department immediately at 1-800-332-3226.

\*Exceptions may apply under certain conditions, such as a local catastrophic event or a severe storm situation.