

From: USAA[USAA.Web.Services@customermail.usaa.com]

Sent: Tuesday, April 07, 2020 02:49 PM

To: [REDACTED]@gmail.com

Subject: Next Steps: Property Claim

Dear Mr. Paxton,

Experiencing a water claim can be stressful, and we are committed to moving your claim forward. You will be contacted by various people, including your adjuster, about your claim referenced below.

USAA policyholder:	Warren K Paxton
Claim number:	[REDACTED]
Date of loss:	January 15, 2020
Location of loss:	Austin, Texas

What's Next

Here is what you can expect during the processing of your claim:

Your Home

After the contractors leave your property, we will review any estimates for repairs that are created. This will take approximately 5 to 7 business days.

Your contractor, THE STEAM TEAM, will contact you to coordinate and schedule the repairs once the estimate is reviewed and approved by USAA.

If you have questions about the repairs, feel free to reach out to THE STEAM TEAM at 5124518326.

We will then contact you to discuss the details of your claim, including:

- Estimate for covered repairs
- How payments are issued

Paying Your Deductible

Your deductible is \$3,620.00. Your deductible will be applied once to all the covered damage on your claim.

How to Contact Us

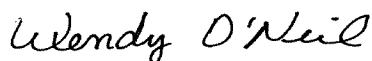
If you have questions, please contact us using one of the following options:

- Post a secure message to the Claim Communication Center on usaa.com, or
- Email us at 49ljqb7gl84k@claims.usaa.com

Learn More

Check out the [Claims Frequently Asked Questions](#) and learn everything you need to know about managing your claim.

Sincerely,



Wendy O'Neil
CAT Claims Operations
USAA Casualty Insurance Company