Print out and make copies of this page. Use the diary pages to keep track of your progress as you recover from a major loss. Being organized and creating a paper trail is **very** important, especially in dealing with an insurance company. Take notes of all conversations where something is agreed to or an issue comes up that needs to be taken care of. Write down the names or initials and phone numbers of people you speak with, and the date you spoke with them. This may seem like a waste of time – it isn't. This advice comes directly from homeowners who've survived a catastrophic loss and recovered.

RECOVERY DIARY

DATE NOTES