



1.

Call our **24/7 toll free hotline** to file a claim.



2.



**Pivotal Home Solutions (PHS)** opens claim.



You get a **text and/or email confirming claim.**



We'll find the **right contractor** for the job!



3.

Contractor accepts **work** and will **schedule the preferred time frame.**

4.

You receive a **text and/or email confirming scheduled repair with contractor's name.**



5.



Contractor is **dispatched** to the service call.



You receive a **message with the ETA** once the contractor is enroute.



6.

**Repair is completed by the technician.**



7.

You will receive a **survey** from PHS regarding your **claim satisfaction.**

