



What You Can Expect When Filing a Claim

Clear, fast, and fair—how we help when the unexpected happens.

We know that experiencing a loss can be overwhelming. That's why Openly makes the process of filing a home insurance claim as simple and straightforward as possible. Our dedicated team is here to support you with compassion and transparency throughout the process, ensuring a fast and fair resolution.

24 hours

Most policyholders contacted within 1 day of filing a claim

5-7 days

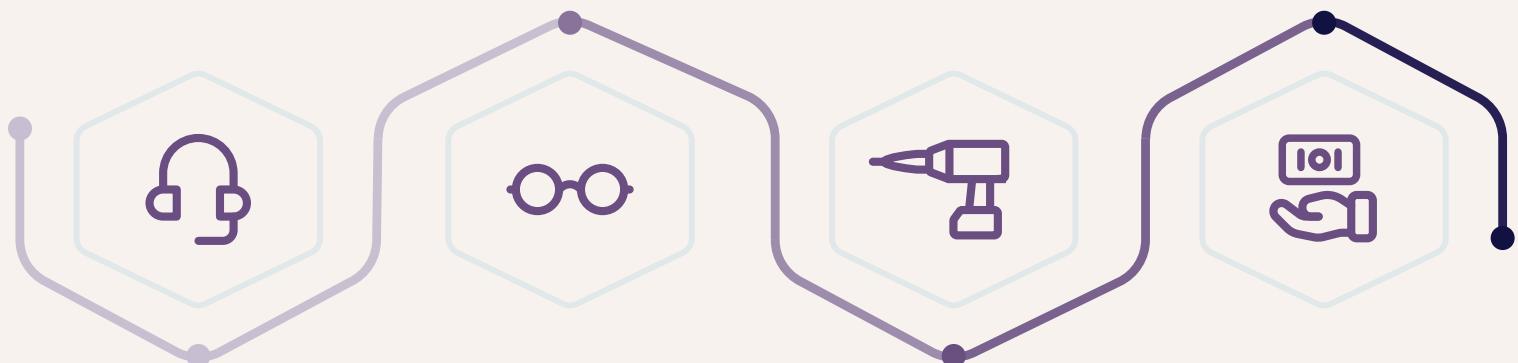
Average time to complete inspection from First Notice of Loss

20 years

Average experience of claims team members

What you Can Expect When Filing a Home Claim

Because the claims process should be the easiest part of recovery.



1 Report your claim

You can easily file a claim at [fnol.openly.com](#) or by calling us directly at 888.802.4842.

2 Damage assessment

Our claims team will review your claim and assess the damage. Your assigned adjuster will contact you to provide detailed information and outline next steps.

3 Estimation and repair

Depending on your coverage and location, you can choose from our network of trusted partners who will inspect, estimate, and complete the necessary repairs.

4 Payment and support

Our commitment doesn't end with payment. We'll continue to support you throughout the process.



What to expect

While we hope you never need to file a claim, know that we're here to help if you do.

Expert care

Our experienced claims experts will handle your claim with meticulous care. We'll promptly and thoroughly investigate your claim, and work to find a fair resolution.

Advanced technology

We use advanced tools and technologies to make the claims process smoother and faster.

Trusted network

Openly's Managed Repair Program connects you with vetted contractors who deliver high-quality repairs quickly and seamlessly, restoring your home to its pre-loss condition.

Staying connected

We're committed to keeping you informed with clear and consistent communication during your claims process. Here's what you can expect from us—and how to reach your dedicated adjuster.



Initial contact

You'll receive an email with your adjuster's contact information once your claim is assigned.



Updates

Your adjuster will contact you regarding any important updates, coverage details, or potential concerns.



Resolution

You'll receive an email notification upon claim resolution.



Need help?

Email claims@openly.com or call 888.808.4842