

HOW TO FILE A DAMAGE CLAIM

FILE DAMAGE CLAIM

Important To Know:

- Hosts have 14 days to open a claim and 45 days to finalize the claim.
- If a claim is approved, Rental Guardian track payments through the contact details please make sure all information is entered correctly.
- All damage claims must have at least one photo of damage and one invoice showing paid.

Step 1. Contact Details

This is a very important first step, as this is where your payment goes to if your claim is approved. Shore Summer Rentals will stay in greyed area at the top, the rest of the information is for you to fill out.

1 **Contact Details**
Contact Information

2 **Incident Details**
Details about the Damage

3 **Documentation**
Upload Documentation

4 **Submission**
Submit for Processing

Step 1: Verify the Contact Information for this Claim.

Name of Company:

Contact Full Name:

Contact Address:

Contact City:

Contact State:

Contact Postal Code:

Contact Country:

Contact Phone:

Contact Email Address:

Who is the Payment Made to

Street Address

City

State

Zip

UNITED STATES OF AMERIC

Your Phone Number

Your Email for Follow Up

Instructions
Please verify and complete all claims contact information.

The information in all fields is required to process this claim. Information collected will be used for all correspondence in the processing of this claim.

Rewarded payments or denial notices for this claim will be mailed or emailed to the contact information submitted.

Please click the "Next" button to enter Incident Details.

Claim Payment Notice:
Contact Name is the Claim payee.
Contact Address is where the check will be mailed.

Previous

Next

Step 2. Incident Details

This step you will want to fill out important information such as the day the damage was reported on, who reported the damage, (it is a drop down box to choose from) damage type and the estimated amount. If you don't know the estimate please use 1.00. You will also want to include all details of your claim and any corrective action such as repair/replacement that you took to fix your damaged item(s).

1Contact Details
Contact Information

2Incident Details
Details about the Damage

3Documentation
Upload Documentation

4Submission
Submit for Processing

Step 2: Provide details about the Damage.

Damage Reported On?

Who Reported Damage?

Damage Type:

Amount of Claim?

If the amount is not known, please provide an estimate. Payment is based on the Invoice/Receipt amount.

Where did the Damage occur?

Address:

City:

State:

Postal Code:

Country:

Description of Damage: (Please provide a detailed description of how the damage occurred. Note that damaged items over \$200 may require additional items by the claim administrator.)

Damage Claims are based on details of the claim, please be as thorough as possible

82/2000 Characters

Please describe the corrective action being taken?

Was this repaired? Replaced? What actions were taken to resolve the damage

74/2000 Characters

Additional Comments.

512/512 Characters

Previous

Next

RentalGuardian.com

Page 2 of 4

Step 3. Documentation

Our system only accepts PNG, JPEG, PDF or GIF. Please note our system will not place your claim IN REVIEW until a photo of damage and an invoice are uploaded.

1Contact Details
Contact Information

2Incident Details
Details about the Damage

3Documentation
Upload Documentation

4Submission
Submit for Processing

Step 3: Upload all Supporting Documentation.

Please provide a descriptive title for the document, select the document type and select the document to upload.

Document Title:What is this photo showing?

Document Type:Photo/Image of Damage

Document File:Choose FileNo file chosen

Note: PDF, PNG, JPEG and GIF documents only.

Upload Document

Important Notice
Supporting Documentation including; receipts for replacement or repaired items, invoice or work order **must be submitted within 45 days** of the initial filing to be eligible for reimbursement. **This requirement is strictly enforced by the program administrator.**

Last Document Submission:
SUNDAY, MAY 25, 2025 @ 11:54:25

Required Supporting Documentation

- Photograph(s) of the Damage to Property.
- Copy of receipt or invoice. The claim must have a Paid Invoice showing a \$0.00 balance due for the claim to be processed. Claims will not be processed if there is a balance due on an invoice.
- Non-Occupant Theft Claims - requires a copy of police report filed.

Uploaded Documents

There are no Supporting Documents uploaded.

Previous

Next

1Contact Details
Contact Information

2Incident Details
Details about the Damage

3Documentation
Upload Documentation

4Submission
Submit for Processing

Step 3: Upload all Supporting Documentation.

Please provide a descriptive title for the document, select the document type and select the document to upload.

Document Title:

Document Type:Invoice/Receipt

Document File:Choose FileNo file chosen

Note: PDF, PNG, JPEG and GIF documents only.

Upload Document

Important Notice
Supporting Documentation including; receipts for replacement or repaired items, invoice or work order **must be submitted within 45 days** of the initial filing to be eligible for reimbursement. **This requirement is strictly enforced by the program administrator.**

Last Document Submission:
SUNDAY, MAY 25, 2025 @ 11:54:25

Required Supporting Documentation

- Photograph(s) of the Damage to Property.
- Copy of receipt or invoice. The claim must have a Paid Invoice showing a \$0.00 balance due for the claim to be processed. Claims will not be processed if there is a balance due on an invoice.
- Non-Occupant Theft Claims - requires a copy of police report filed.

Uploaded Documents

Type	Description	
Photo/Image of Damage	Wall Repair	View Delete
Photo/Image of Damage	Damaged Wall	View Delete
Invoice/Receipt	Paid Invoice	View Delete

Previous

Next

RentalGuardian.com

Page 3 of 4

Step 4: Complete your claim submission!

Simply put in your initials, check mark the box and click submit!

1Contact Details
Contact Information

2Incident Details
Details about the Damage

3Documentation
Upload Documentation

4Submission
Submit for Processing

Step 4: Verify & Submit for Processing

Fraud Warning

Any person who, knowingly and with intent to defraud any insurance company or other person: (1) Files an application for insurance or statement of claim containing any materially false information; or (2) conceals for the purpose of misleading, information concerning any material fact thereto, commits a fraudulent insurance act.

For residents of the following states of the United States of America, please see below: California, Colorado, District of Columbia, Florida, Kentucky, Maryland, Minnesota, New Jersey, New York, Oregon, Pennsylvania, Tennessee, Texas or Virginia.

IMPORTANT CLAIM NOTICE

Alabama Residents: Any person who knowingly presents a false or fraudulent claim for payment of a loss or benefit or who

RC

Initial the Claim and confirm the information submitted.

☒

certify that the information contained in this report is true and accurate.

Submit for Processing