

## [Sample Letter Requesting Information About Claim Denial](#)

**NOTE: This letter is a sample that must be customized to fit the facts of your individual situation and claim. All bracketed and underlined portions must be completed or revised before sending. Use this letter to request information about your claim denial. ([PRINT THIS LETTER AS A PDF.](#))**

(Date)

(Address Block)

(Name of adjuster or highest ranking ins. co. employee)

(Name of Insurance Co.)

(Address)

Re: Claim Number: \_\_\_\_\_

Date of Loss: \_\_\_\_\_

Name of Insured: \_\_\_\_\_

Address of Insured Property: \_\_\_\_\_

**RE: Request for information about claim denial**

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The information presented in this publication is for general informational purposes and is not a substitute for legal advice. If you have a specific legal issue or problem, United Policyholders recommends that you consult with an attorney. Guidance on hiring professional help can be found in the "Find Help" section of [www.uphelp.org](http://www.uphelp.org). United Policyholders does not sell insurance or certify, endorse or warrant any of the insurance products, vendors, or professionals identified on our website.

Source: <https://uphelp.org/claim-guidance-publications/sample-letter-requesting-information-about-claim-denial/> Date: March 30, 2025



Dear (insert name of Insurance Adjuster/Insurance Company Representative),

The purpose of this letter is to request that you keep us informed on our claim by giving us the following information at your earliest convenience, and no later than one week from today. (Optional: As you know, we have suffered a major loss that is having a big impact on our lives and we are struggling to recover). Please (email, call or mail) us with:

**1) The exact wording of the policy language you are relying on to reject our claim.**

**2) Complete copies of all evaluations, reports, estimates you have prepared or caused to be prepared that relate to our property and the claim referenced in this letter.**

Thank you in advance for your prompt and complete reply. As you can imagine, this matter is extremely important to us.

I look forward to (insert name of insurance company)'s response by (insert a date that's a week from the date of the letter). Thank you for your anticipated cooperation in this matter.

Sincerely,

(Your Name)

(Your Mailing Address)

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