

[ConsumerWatch: Allstate Denies SF Homeowners' Claims In Water Main Break](http://sanfrancisco.cbslocal.com/2013/03/06/all-state-insurance-denies-claims-fo...)

<http://sanfrancisco.cbslocal.com/2013/03/06/all-state-insurance-denies-claims-fo...>

Watch the video

A sinkhole caused by a broken water main in San Francisco's West Portal neighborhood has put some homes in danger, and the response from one insurance company left some of the affected homeowners feeling left in the cold.

Allstate Insurance has denied claims by policyholders whose homes were damaged from last week's water main break, refusing to cover the repairs, and blamed the city for the damage.

"Good hands with Allstate. We didn't get good hands, we got the finger!" said Allstate policyholder and homeowner Ray Moreno.

Allstate spokesman James Klaphorn said in a statement, "Standard homeowners' policies generally do not cover damage from a broken water main," adding that "policies can, and do, differ."

The City of San Francisco said it expects insurance companies to cover such damage and later make arrangements with the city for compensation.

The city was working on paying homeowners as soon as possible, and hoped to make payments within a week or two.

Until then, homeowners with denied claims were left with little recourse.

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. 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/consumerwatch-allstate-denies-sf-homeowners-claims-in-water-main-break/> Date: November 23,