

## **Speak UP: Talk so your insurer will hear you**

Here are just a few of UP's many tips for communicating effectively with an insurance company:

1. Create a paper trail.
2. Be proactive: Document your losses and make specific reimbursement requests.
3. Use good grammar, be polite, be persistent.
4. Remember you're in a business negotiation and not on a level playing field.
5. Use specific instances of improper conduct by your insurer as leverage to negotiate a fair settlement.
6. Avoid venting or making threats, but get professional help when necessary.

[Click here](#) to read our publication, Speak UP: How to Communicate With Your Insurance Company.