



Bridgeway Temporary Housing
9340 Helena Road, Suite F-312
Birmingham, Alabama 35244
Toll Free 1-866-387-8586
Fax 205-621-2699
www.bridgewayhousing.com

Step – By – Step Process Guide

For Adjusters

1. Call 866-387-8586. Once you contact Bridgeway with a housing request, our assigned Housing Specialist will contact your policyholder to introduce him/herself within 15 minutes and determine any special accommodations and confirm all temporary housing requirements.
2. Bridgeway goes to work! We are one step ahead of the competition with our vast database of rental locations. Bridgeway goes to work to find suitable property that matches your guidelines, based on location, cost, lease terms, and your policyholder's needs.
3. Bridgeway keeps you informed. We will customize our contact with you in whatever way you choose. If you desire daily updates on your clients, we will fulfill your request. If less frequent contact is required, we will update you as needed. Bridgeway will always keep you well informed on the status of our search.
4. Bridgeway submits quote to you. Once a suitable location is found, we will call you with a quote for the chosen property. To ensure that the lease terms are within policy limits, Bridgeway will not commit to the property until we have your approval.
5. One easy payment. Bridgeway calculates payment for entire length of approved stay. Bridgeway then sends you an invoice broken down for your convenience, copy of any hotel folios, and leases. You only worry about one bill – that's it!
6. Bridgeway manages payments thereafter. We pay the monthly rents for housing and furniture rental so you don't have to worry.
7. Move out is Easy. Once the policyholder's residence is repaired, we will coordinate the furniture pick up and move out of the rental property and notify you that they are home.

For Policyholders

1. Housing claim is filed. You file your property claim with your insurance company. Your property claims adjuster contacts Bridgeway to assist with your placement needs.
2. Bridgeway contacts you. We understand that emergency relocation is not a 9-5 business. Your housing needs are addressed immediately. The needs of your family come first with Bridgeway so we make ourselves available 24/7.
3. Bridgeway goes to work! We start looking for temporary housing that meets your needs.



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For Policyholders (continued)

4. *Bridgeway asks for your approval.* Once the amount and property is approved by your adjuster, you are asked to view the property and make sure it fits your needs and that you are satisfied with the temporary location.
5. *Bridgeway arranges move in for you.* Bridgeway negotiates the lease and handles all paperwork. We can begin to move you into your fully furnished location immediately.
6. *Bridgeway fills any of your furniture and houseware needs.* Anything from electronics to furniture or housewares, Bridgeway will go the extra mile to make sure any request is accommodated.
7. *Bridgeway is there for the duration.* To make sure you have no extra worries, we keep in close contact with you. Your dedicated Housing Specialist will assist if repairs are needed or any problems or questions arise.
8. *Bridgeway coordinates transition back to residency.* When it is time for you to move back, Bridgeway organizes the details to make this is a smooth transition to your home.