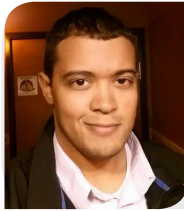


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# Claim TO FAME

Every day, people turn to Liberty Mutual for help after an unforeseen event.  
**Claim to Fame** spotlights a claim that helped get a customer back to normal.



Getting to help Alice has been one the most rewarding experiences I've ever had. I was able to play a small part in rebuilding her life. I'm proud to not only call her a customer, but also a friend."

—JOE SMITH

On April 29, 2014, Alice Jones of Oklahoma City, Oklahoma, was at a restaurant with her two daughters when the building suddenly started to shake and power was lost. Unbeknownst to the patrons inside, an F-5 tornado had just blown through. Fortunately, no one was hurt, but the structural damage was significant.

When Alice was able to drive back to her home a few hours later, she discovered that the tree in her front yard had fallen onto her house and went through the roof. She called the Liberty Mutual claims service center and was reassured that her homeowner's policy did include tornado coverage. The claims representative told Jones that an adjuster would be sent out as soon as possible to assess the damage, and assist her with any immediate needs.

**Joe Smith, a 10-year adjuster with Liberty**, arrived an hour later to find that Jones' windows, kitchen and living room had been destroyed. Due to his reputation in the area, Smith was able to quickly arrange for a restoration company to come in and remove the tree, board up the windows, and inspect for mold damage. Smith informed Jones that her policy also provided for additional living expenses to support the cost of living away from her home while it was rebuilt and made arrangements for her to stay at a local hotel in the interim.

## Common Purpose in Action

Since this was Jones' first claim ever, she was reliant on Smith to guide her throughout the entire process. His expertise was integral to the positive outcome and his compassion for Jones' plight was not lost on her. "Joe helped me when I was at my most vulnerable. His knowledge and caring nature helped make a horrible situation better. I am forever grateful," said Jones.

After two months of construction, Jones is back in the home that has been in her family since the early 1900s.



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## Claims LOWDOWN

**LOCATION:** Oklahoma City, Oklahoma

**INCIDENT:** Tree falls on house after tornado.

**ADJUSTER:** Joe Smith

**CUSTOMER:** Alice Jones

**DAMAGE:** \$100,000 to replace roof, kitchen and living room.

**RESOLUTION:** Jones' homeowners policy was able to save her \$75,000 due to tornado protection.

## Quick Links

Know someone who embodies our Common Purpose and Quality Standards?

[Nominate them for an ACE award here.](#)

Know of a claim that should be highlighted in Claim to Fame?

[Submit your story idea here.](#)



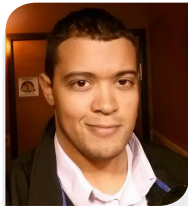
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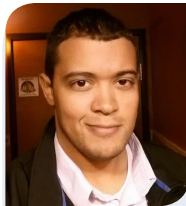


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