

[Your Company Name]
[Your Address]
[City, State, Zip Code]
[Date]

[Policyholder Name]
[Policyholder Address]
[City, State, Zip Code]

Re: Claim Number: [Insert Claim Number]
Policy Number: [Insert Policy Number]

Dear [Policyholder Name],

We are writing to formally acknowledge the ongoing processing of your flood insurance claim. We would like to sincerely thank you for your patience and cooperation during this settlement process.

We understand that dealing with property damage is stressful. Due to the high volume of claims following the recent flooding events, the review and verification process is taking longer than usual. Please be assured that our adjusters and claims specialists are working diligently to finalize your assessment.

Currently, your claim is in the following stage: [Insert Current Status, e.g., Final Review/Awaiting Inspection Report]. We will contact you immediately if any additional documentation is required or as soon as a final determination has been reached.

Thank you again for your continued understanding as we work to provide you with a fair and accurate settlement.

Sincerely,

[Your Name/Signature]
[Your Title]
[Claims Department Contact Information]