

[Date]

[Policyholder Name]

[Address Line 1]

[Address Line 2]

[City, State, Zip Code]

**Subject: Appreciation for Your Patience Regarding Claim #[Claim Number]**

Dear [Policyholder Name],

We are writing to personally thank you for your patience and cooperation during the settlement process of your recent catastrophe claim. We understand that recovering from [Type of Event, e.g., Hurricane/Wildfire] has been an incredibly challenging experience for you and your family.

Due to the widespread impact of this event, our processing times were longer than usual. We sincerely appreciate your understanding as we worked to ensure every claim received the thorough attention it deserved. Your timely response to our requests for documentation was instrumental in helping us finalize your settlement.

Our records show that your claim has now been [fully settled / reached a significant milestone]. If you have any remaining questions regarding your payment or the repairs to your property, please do not hesitate to contact your claims adjuster, [Adjuster Name], at [Phone Number] or via email at [Email Address].

Thank you for choosing [Insurance Company Name]. We are proud to support you in restoring your property and moving forward.

Sincerely,

[Your Name]

[Your Title]

[Insurance Company Name]