How to Send Your File

Everything on this page is logistics. Read it once and you will not have to read it again.

1. Send your file exactly as the carrier received it

Not a cleaned-up version. Not a rebuild. If it went out that way, that is what is being reviewed — and how it went out is usually where the answer is.

- The estimate or invoice — the full document with the line items, not the summary page.
- The photos, all of them, however they were sent.
- Any logs, readings, records or forms that went with it.
- Anything else that was in the submission.

If some of that does not exist, send what does. Nothing here is a requirement and nothing is a prerequisite — what is missing is part of what the review tells you.

2. Send whatever came back

- The revised or chopped estimate with the carrier's totals.
- The reduction sheet, review narrative or denial letter — whatever states the reasons.
- Emails or claim-note excerpts where the adjuster explained a cut.
- If no reason was ever given, say so in your email. That is a finding on its own.

3. Four details that speed things up

Your job number	So everything gets filed against one claim.
Loss type and date	Water, fire, smoke, mold or trauma, and when it happened.
The mitigation invoice total	This sets the price. Nothing else does.
Subrogation, if you know	Whether the carrier has a third party to pursue. It changes how hard a reduction is likely to be defended.

4. How to send it

- Share a Google Drive or Dropbox folder with bcisco@mitproconsulting.com, or use the link on your order confirmation.
- Send files, not portal access. Portal invitations expire, and links inside PDFs get stripped by document systems before they arrive.
- One folder per claim. Large photo reports are fine — send the folder, not twelve emails.
- Questions before you send: 731-693-3705.

5. What happens next

Within 48 hours	You get the MitPro Technical Review: what the carrier took, what is recoverable on the record you already have, what is recoverable only if specific documents exist in your job file, and what is not worth chasing. Every finding carries a dollar figure and the standard it rests on.
If the file supports it	A MitPro Response, addressed to the carrier and prepared for your company, issued over your submission. It argues only the items your file can carry.
If it does not	You are told that plainly, and you are not charged for a response that would weaken your position. That conversation usually turns into a different one.

The 48-hour clock starts when the file arrives and the order is paid.

Confidentiality and scope

Files are used only to perform your review and are not shared with any carrier, contractor or third party. Nothing from your file is used as a sample or in training material without your written permission.

MitPro Mitigation Consultants is not a public adjuster, does not represent policyholders, does not negotiate claim settlements on behalf of any insured, and performs no activity requiring an adjuster's license. Nothing provided is legal advice or a coverage determination.

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