



Understanding Additional Living Expenses coverage

If your Travelers policy provides Additional Living Expenses coverage, you may be reimbursed for additional living expenses you incur during the time reasonably necessary to make your home habitable again. This time period is commonly referred to as the “period of restoration.”

Additional Living Expenses coverage, commonly called ALE, only applies to expenses that you actually incur and that are reasonable and above your usual living expenses. For example, if due to a covered loss you cannot reside in your home, then you may be reimbursed for the cost of a hotel room, or if you cannot use your kitchen, you may be reimbursed for the cost of dining out. ALE does not cover your usual expenses, such as your mortgage or taxes. Also, ALE does not extend past the period of restoration. Therefore, if after a covered loss you wish to build a new addition to your home, Travelers will pay for your ALE only during the period of time necessary to restore the original structure to its pre-loss habitable condition.

ALE should be pre-approved by your Travelers Claim professional, except in the case of an emergency or extraordinary circumstance.

If you are likely to incur ALE, please follow the steps below:

- Talk to your Claim professional as soon as possible about your needs and develop a schedule for submitting your receipts.
- Save your receipts in chronological order. This will allow you and your Claim professional to easily reference them.
- Include a description of the expense on each receipt.
- Submit your receipts and bills so that your Claim professional can determine the amount of ALE owed and issue payment.

CALCULATING YOUR ALE PAYMENT

Here is an example of how an ALE payment could be calculated when a covered customer has increased living expenses due to temporary living arrangements and eating out at restaurants. In this circumstance, rental and dining out expenses would increase, but grocery expenses would decrease. In this instance, here is how the ALE may be calculated.

This case study is for illustrative purposes only. Your individual case may vary.

Your Needs	Living Expenses Pre-fire	Living Expenses Post-fire	Estimated ALE Payments to You *
Groceries/dining out	\$200	\$250	\$50
Rental home	\$0	\$750	\$750
Your ALE payment			\$800

* Many policies have a limit for ALE. Please work with your Travelers Claim professional and your contractor to determine the amount of time reasonably required to make your home habitable again; doing so will allow you to better manage your expenses.

OTHER WAYS TRAVELERS CAN HELP

If you need to temporarily relocate because your home is uninhabitable due to a covered loss, Travelers can coordinate emergency housing for your family and pets. We can provide names of housing companies that provide this service. These companies are not affiliated with Travelers, and you are not required to use them. We can also arrange water mitigation assistance and other services.

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