

CARRIER CLAIMS CONTACTS

The grid below contains contact information for carriers and companies represented by SSIA. Reference your policy document to find the carrier or company name.

COMPANY	PHONE	EMAIL	FAX	WEB
AIUA	866.780.2482	claims@aiua.org		Web
AllRisks	877.346.0300 or 800.366.5810		410.741.3265	Web
AMWINS		Ashlyn.halstead@amwins.com		
Appalachian / Coastal Advantage	888.376.9633 ext 2206		866.409.3367	Web
Assurant / American Bankers Flood	800.423.4403	myfloodclaim@assurant.com	866.892.3066	
Bankers Insurance	800.765.9700			Web
Bass Underwriters	954.316.3198	claims@bassuw.com	954.316.3128	
Cabrillo	866.896.7233 or 866.482.5246	claims@harborclaims.com	352.240.0983	Web
Coastal Select	877.642.1815			Web
FEMA	800.427.4661		800.767.5574	Web
Frontline	866.673.0623		321.249.1395	Web
Frontline Flood – Torrent	877.254.6819	fpiccs@torrentcorp.com		Web
Hartford Flood	800.759.8656	nfsclaims@nationalfloodservices.com	866.528.3252	Web
Heritage	855.415.7120	assignmentofbenefits@hertiagepci.com		Web
IB Green & Associates	352.638.9400	claims@ibgreen.com		
Imperial Flood	877.254.6819	nationalgeneral@torrentcorp.com		Web
JIBNA	877.542.6254	claims@insure-jewelry.com	215.701.8719	Web
Kinsale		newclaimnotices@kinsaleins.com	804.482.2762	
National General	877.254.6819			
Neptune Flood	888.211.2776	support@neptuneflood.com		Web
New Hampshire Flood	800.759.8656	claims@floodpro.net	406.257.1629	Web
NRS – Aspen	855.397.3295	property.claims@aspenspecialty.com	617.532.7342	
Orchid	866.370.6505 ext 606	claims@orchidinsurance.com	888.396.3965	

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COMPANY	PHONE	EMAIL	FAX	WEB
Orion 180 / Accredited	866.590.3550			
Orion 180 / Trisura	866.590.3550	tsic.claims@trisura-us.com	405.594.4969	
Peachtree Special Risk		claims_nola@psrllc.com		Web
Prime Insurance	877.585.2849	cda@primeins.com	877.452.6909	Web
Progressive	800.274.4499 or 800.776.4737		800.229.1590	Web
RPS – First Rate	844.777.8323	Rps_claims@rpsins.com	844.777.6267	Web
SafeCo	800.780.8423			Web
SageSure / Federated National	800.293.2532	claims@fednat.com		
SageSure / Wilshire	800.780.8423	eclaims@baisi.com		
Selective Flood	877.348.0552	floodclaims@selective.com	877.647.1798	Web
SIU (Southern Ins Underwriters)	678.498.4750	claimsreporting@siuins.com	678.498.4760	Web
Sterling	855.227.2202	claims@sterlingsu.com	888.645.1716	Web
Swyfft	855.542.0917	reportaclaim@narisk.com		Web
Tapco	800.334.5579	claims@gotapco.com	336.538.0094	Web
UIG	800.385.9978			
Wright Flood	800.725.9472	floodclaims@wearflood.com	877.270.4329	Web
Zurich / US Assure	800.987.3373	Usz_carecenter@zurichna.com	877.962.2567	

CLAIMS PROCESS

In the unfortunate event of a loss, it is important to follow these guidelines in order to gather all pertinent information and report the claim in a timely manner.

1. Stop the loss from continuing. For example, if water is overflowing, turn the water off. If there is a fire, use an extinguisher to help stop the fire and contact the fire department immediately. If there is damage to the roof and water is blowing in, get a tarp and cover any damaged areas. Covered losses will typically reimburse for the cost of items used to prevent additional damage.
2. Take a few photos to document the loss, and take some notes if possible.
3. Determine if you think the cost to repair or replace the damage is more than your deductible.
4. If you determine that you would like to file a claim, complete the Loss Form and submit to claims@southshoreinsurance.com email address or fax to 251.923.4464. A member of our team will contact you upon receipt and advise if any additional information is required to file the claim. Our team will submit the claim documentation and any evidence, and an adjuster will be assigned. We will provide you with a contact name for the adjuster assigned to your case.
5. The adjuster will contact you directly and make a determination.

TIPS FOR MITIGATING CLAIMS

- Lock your doors and windows, including those inside the garage leading to the house.
- Keep valuables in a safe or fireproof vault.
- Install outdoors security lights that turn on automatically in the dark.
- Install a monitored alarm system.
- Take an inventory of your property so in the event of a loss, you won't be worried about forgetting anything.
- Check smoke detectors regularly, preferably monthly, and change the batteries at least once per year.
- Keep several fire extinguishers in your home, and have them recharged regularly.
- Have a fire escape plan, and review it annually with those who live in your home.
- Keep matches and lighters away from children and in a safe place.
- Never leave your stove unattended.
- When cooking, always turn pot handles inward, and away from a child's reach.
- Do not plug too many appliances into a single outlet. If you are going away for an extended period of time, turn off the water at the street, or at least at the toilets and under the sinks.
- Clean gutters regularly to prevent water backup.
- In the winter, keep your home heated to a minimum 55 degrees. Winterizing your home in the colder months by keeping the interior heat on and insulating outdoor pipes, hose bibs and faucets can help prevent bursting pipes.
- In the summer, keep the air conditioner on to prevent any mold growth.
- Do not use a grill under a covered patio or roof area. Always allow plenty of clearance for flames from the grill.
- Consider the Fortified Home Program when building or renovating your home. Replacing your roof? Doing so to the Fortified Roof program guidelines can greatly reduce the risk of damage to your home.
- Install a fence with a self-locking gate around the pool.
- Keep your home and garage free of hazards such as gasoline and any explosives. If you do keep these items in your home, store them safely.
- Be sure to install and maintain handrails and non-slip surfaces on steps, decks and high places.
- Keep pets secured when guests are visiting.