

# 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	<a href="mailto:claims@aiua.org">claims@aiua.org</a>		<a href="#">Web</a>
AllRisks	877.346.0300 or 800.366.5810		410.741.3265	<a href="#">Web</a>
AMWINS		<a href="mailto:Ashlyn.halstead@amwins.com">Ashlyn.halstead@amwins.com</a>		
Appalachian / Coastal Advantage	888.376.9633 ext 2206		866.409.3367	<a href="#">Web</a>
Assurant / American Bankers Flood	800.423.4403	<a href="mailto:myfloodclaim@assurant.com">myfloodclaim@assurant.com</a>	866.892.3066	
Bankers Insurance	800.765.9700			<a href="#">Web</a>
Bass Underwriters	954.316.3198	<a href="mailto:claims@bassuw.com">claims@bassuw.com</a>	954.316.3128	
Cabrillo	866.896.7233 or 866.482.5246	<a href="mailto:claims@harborclaims.com">claims@harborclaims.com</a>	352.240.0983	<a href="#">Web</a>
Coastal Select	877.642.1815			<a href="#">Web</a>
FEMA	800.427.4661		800.767.5574	<a href="#">Web</a>
Frontline	866.673.0623		321.249.1395	<a href="#">Web</a>
Frontline Flood – Torrent	877.254.6819	<a href="mailto:fpiccs@torrentcorp.com">fpiccs@torrentcorp.com</a>		<a href="#">Web</a>
Hartford Flood	800.759.8656	<a href="mailto:nfsclaims@nationalfloodservices.com">nfsclaims@nationalfloodservices.com</a>	866.528.3252	<a href="#">Web</a>
Heritage	855.415.7120	<a href="mailto:assignmentofbenefits@hertiagepci.com">assignmentofbenefits@hertiagepci.com</a>		<a href="#">Web</a>
IB Green & Associates	352.638.9400	<a href="mailto:claims@ibgreen.com">claims@ibgreen.com</a>		
Imperial Flood	877.254.6819	<a href="mailto:nationalgeneral@torrentcorp.com">nationalgeneral@torrentcorp.com</a>		<a href="#">Web</a>
JIBNA	877.542.6254	<a href="mailto:claims@insure-jewelry.com">claims@insure-jewelry.com</a>	215.701.8719	<a href="#">Web</a>
Kinsale		<a href="mailto:newclaimnotices@kinsaleins.com">newclaimnotices@kinsaleins.com</a>	804.482.2762	
National General	877.254.6819			
Neptune Flood	888.211.2776	<a href="mailto:support@neptuneflood.com">support@neptuneflood.com</a>		<a href="#">Web</a>
New Hampshire Flood	800.759.8656	<a href="mailto:claims@floodpro.net">claims@floodpro.net</a>	406.257.1629	<a href="#">Web</a>

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NRS – Aspen	855.397.3295	<a href="mailto:property.claims@aspenspecialty.com">property.claims@aspenspecialty.com</a>	617.532.7342	
Orchid	866.370.6505 ext 606	<a href="mailto:claims@orchidinsurance.com">claims@orchidinsurance.com</a>	888.396.3965	
Orion 180 / Accredited	866.590.3550			
Orion 180 / Trisura	866.590.3550	<a href="mailto:tsic.claims@trisura-us.com">tsic.claims@trisura-us.com</a>	405.594.4969	
Peachtree Special Risk		<a href="mailto:claims_nola@psrllc.com">claims_nola@psrllc.com</a>		<a href="#">Web</a>
Prime Insurance	877.585.2849	<a href="mailto:cda@primeins.com">cda@primeins.com</a>	877.452.6909	<a href="#">Web</a>
Progressive	800.274.4499 or 800.776.4737		800.229.1590	<a href="#">Web</a>
RPS – First Rate	844.777.8323	<a href="mailto:Rps_claims@rpsins.com">Rps_claims@rpsins.com</a>	844.777.6267	<a href="#">Web</a>
SafeCo	800.780.8423			<a href="#">Web</a>
SageSure / Federated National	800.293.2532	<a href="mailto:claims@fednat.com">claims@fednat.com</a>		
SageSure / Wilshire	800.780.8423	<a href="mailto:eclaims@baisi.com">eclaims@baisi.com</a>		
Selective Flood	877.348.0552	<a href="mailto:floodclaims@selective.com">floodclaims@selective.com</a>	877.647.1798	<a href="#">Web</a>
SIU (Southern Ins Underwriters)	678.498.4750	<a href="mailto:claimsreporting@siuins.com">claimsreporting@siuins.com</a>	678.498.4760	<a href="#">Web</a>
SSIU (South Shore Insurance Underwriters)	251.923.4474	<a href="mailto:claims@ssiuw.com">claims@ssiuw.com</a>	251.923.4486	<a href="#">Web</a>
Sterling	855.227.2202	<a href="mailto:claims@sterlingsu.com">claims@sterlingsu.com</a>	888.645.1716	<a href="#">Web</a>
Swyfft	855.542.0917	<a href="mailto:reportaclaim@narisk.com">reportaclaim@narisk.com</a>		<a href="#">Web</a>
Tapco	800.334.5579	<a href="mailto:claims@gotapco.com">claims@gotapco.com</a>	336.538.0094	<a href="#">Web</a>
UIG	800.385.9978			
Wright Flood	800.725.9472	<a href="mailto:floodclaims@wearflood.com">floodclaims@wearflood.com</a>	877.270.4329	<a href="#">Web</a>
Zurich / US Assure	800.987.3373	<a href="mailto:Usz_carecenter@zurichna.com">Usz_carecenter@zurichna.com</a>	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](mailto: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.