

Storm Catastrophe Reporting Contacts

9/4/2019



Carrier	Phone Numbers		Fax Numbers		Property	Email Address	Auto
	Property	Auto	Property	Auto			
AIG	(877) 399-6442	(877) 399-6442	(866) 947-4562	(866) 947-4562			
Allied	(800) 421-3535	(800) 421-3535	(800) 554-2899	(800) 554-2899	enewloss@nationwide.com	enewloss@nationwide.com	
AmRisc	(252) 247-8796	N/A	(252) 726-2855	N/A	claims@amrisc.com	N/A	
AutoOwners	(888) 252-4626	(888) 252-4626	(336) 662-0964	(336) 662-0964	Greensboro.clm@aoins.com	Greensboro.clm@aoins.com	
Berkley Southeast	(855) 802-5273	(855) 802-5273	(866) 814-7532	(866) 814-7532	newclaims@berkleysig.com	newclaims@berkleysig.com	
Builders Mutual	(800) 809-4862	(800) 809-4862	(919) 845-9385	(919) 845-9385	otcnoticeofloss@bmico.com	otcnoticeofloss@bmico.com	
Chubb (ACE)	(800) 433-0385	(800) 433-0385	(800) 300-2538	(800) 300-2538	ACEClaimsFirstNotice@acegroup.com	ACEClaimsFirstNotice@acegroup.com	
Cincinnati	(877) 242-2544	(877) 242-2544	(877) 242-3665	(877) 242-3665	claimsmaindesk@cinfin.com	claimsmaindesk@cinfin.com	
Citizens (Florida)	(866) 411-2742	(866) 411-2742	(800) 399-4737	(800) 399-4737			
Citizens -Hanover	(800) 628-0250	(800) 628-0250	(800) 399-4734	(800) 399-4734	firstreport@hanover.com	firstreport@hanover.com	
Companion Group	(800) 845-2724		(877) 379-7389		nol@companiongroup.com		
CRC Group					https://www.crcgroup.com/More/Claims-Reporting?portalid=34	https://www.crcgroup.com/More/Claims-Reporting?portalid=34	
EMC	(888) 362-2255	(888) 362-2255	(704) 548-2836	(704) 548-2836	Charlotte.claims@emcins.com	Charlotte.claims@emcins.com	
Employers	(888) 682-6671	(888) 682-6671	(877) 329-2954	(877) 329-2954	ECFROI@employers.com	ECFROI@employers.com	
Encompass	(800) 588-7400	(800) 588-7400					
Farmers	(800) 435-7764	(800) 435-7764			http://www.farmers.com/iclaim.html	http://www.farmers.com/iclaim.html	
Firemans Fund	(800) 347-3428	(800) 347-3428			http://www.agcs.allianz.com/global-offices/united-states/how-to-report-a-claim/	http://www.agcs.allianz.com/global-offices/united-states/how-to-report-a-claim/	
Nat General (GMAC)	(800) 325-1088	(800) 468-3466			http://www.nationalgeneral.com/claims-center/report-claim.asp	http://www.nationalgeneral.com/claims-center/report-claim.asp	
Great American	(800) 221-7274	(800) 221-7274	(800) 811-4751		pimclaims@gaic.com		
Guide One	(888) 748-4326	(888) 748-4326	(800) 233-2698	(800) 233-2698	CLU@guideone.com	CLU@guideone.com	
Hanover	(800) 628-0250	(800) 628-0250	(800) 399-4734	(800) 399-4734	firstreport@hanover.com	firstreport@hanover.com	
Hanover (Special Accts)	(800) 628-0250	(800) 628-0250	(508) 926-4789	(508) 926-4789	spacctclaim@hanover.com	spacctclaim@hanover.com	
Hartford Mutual	(800) 638-3669	(800) 638-3669	(410) 836-0977		claimline@hm1842.com		
Hartford	(800) 243-5860	(800) 243-5860	(866) 861-2513	(866) 861-2513	agentfaxreporting.claim@thehartford.com	agentfaxreporting.claim@thehartford.com	
Hartford (Agents)	(800) 553-1710	(800) 553-1710					
Hull & Co	(800) 241-4855	(800) 241-4855	(866) 676-1701	(866) 676-1701	claims@hull-assoc.com	claims@hull-assoc.com	
iSurity	(800) 869-3999	(800) 869-3999	(336) 869-7064	(336) 869-7064	claims@isurity.com	claims@isurity.com	
Jackson Sumner	(800) 342-5572	(800) 342-5572	(828) 262-0754	(828) 262-0754	claims@jsausa.com	claims@jsausa.com	
K & K	(800) 237-2917	(800) 237-2917	(312) 381-9079	(312) 381-9079	KK.Claims@kandkinsurance.com	KK.Claims@kandkinsurance.com	
Liberty Mutual	(800) 225-2467	(800) 225-2467	(800) 969-3062	(800) 969-3062	claimreports@libertymutual.com		
Lloyd's of London - Private Flood	Unknown-email	N/A	Unknown-email	N/A	tpa@pibadjusters.com		
Main Street America Group	(877) 425-2467	(877) 425-2467			https://www.msagroup.com/policyholder/reportclaimonline.cfm	https://www.msagroup.com/policyholder/reportclaimonline.cfm	
Markel	(800) 362-7535	(800) 362-7535	(804) 565-1970	(804) 565-1970	newclaims@markelcorp.com	newclaims@markelcorp.com	
Massachusetts Bay Insurance Co	(508) 853-7200	(508) 853-7200			firstreport@hanover.com	firstreport@hanover.com	
MetLife	(800) 854-6011	(800) 854-6011	(800) 743-1546	(800) 743-1546	MET_CAT@metlife.com	MET_CAT@metlife.com	
Montgomery	(800) 225-2467	(800) 225-2467	(800) 432-4297	(800) 432-4297	miclaimfax@montgomery-ins.com	miclaimfax@montgomery-ins.com	
National Flood Ins (NFIP)	(800) 621-3362		(800) 767-5574		claimsmailbox@nfs.stoneriver.com		
National Grange NGM (MSA)	(877) 425-2467	(877) 425-2467	(877) 282-3844	(877) 282-3844	fnol@msagroup.com	fnol@msagroup.com	
NCJUA	(800) 662-7048		(919) 745-3899				
Peerless (Liberty)	(800) 522-7152	(800) 522-7152	(800) 432-4297	(800) 432-4297	miclaimlossnotice@montgomery-ins.com	miclaimlossnotice@montgomery-ins.com	
Penn National	(800) 766-2245	(800) 766-2245	(866) 496-4764	(866) 496-4764	https://www.pennnationalinsurance.com/portal/reportclaim/step1/	https://www.pennnationalinsurance.com/portal/reportclaim/step1/	
Pennsylvania Lumbermans	(800) 752-1895	(800) 752-1895	(215) 829-1211	(215) 829-1211	claims@plmins.com	claims@plmins.com	
Philadelphia	(800) 765-9749	(800) 765-9749	(800) 685-9238	(800) 685-9238	claimsreport@phlyins.com	claimsreport@phlyins.com	
Progressive	(800) 776-4737	(800) 776-4737					
QBE	(844) 723-2524		(888) 723-2567		newlossqbe@us.qbe.com		
Relmark Program Mgrs	(800) 610-2444		(610) 321-1021		jmsopko@irmclaim.com		
Safeco Insurance	(800) 332-3226	(800) 332-3226					
Selective	(866) 455-9969	(866) 455-9969	(877) 352-6541	(877) 352-6541	CSVCENTER@selective.com	CSVCENTER@selective.com	
Selective (flood)	(877) 348-0552	(877) 348-0552	(973) 948-2599	(973) 948-2599	http://customer.myselectiveflood.com/ConsumerPortal/Claims/Report?Redirected=Y	http://customer.myselectiveflood.com/ConsumerPortal/Claims/Report?Redirected=Y	
Scottsdale Insurance Company	(800) 423-7675	(800) 423-7675			SICReportloss@scottsdaleins.com		
Transguard		(800) 780-8423			claims.reporting@transguard.com	claims.reporting@transguard.com	
Travelers	(800) 238-6225	(800) 238-6225	(877) 784-5329	(877) 784-5329	custrel@travelers.com	custrel@travelers.com	
Travelers (boats)	(800) 252-4633						
USLI	(800) 523-5545	(800) 523-5545			https://ezpay.usli.com/Policy/ReportClaim/	https://ezpay.usli.com/Policy/ReportClaim/	
Velocity	(844) 878-2567				www.business.claims@velocityrisk.com		
Westfield	(866) 937-2663	(866) 937-2663	(866) 937-2664	(866) 937-2664	WestfieldCCC@Westfieldgrp.com	WestfieldCCC@Westfieldgrp.com	
York Claims Service	(800) 835-8179	(800) 835-8179			yorkclaimsintake@york-claims.com	yorkclaimsintake@york-claims.com	
Zurich	(800) 987-3373	(800) 987-3373	(877) 962-2567	(877) 962-2567	USZ_CareCenter@Zurichna.com	USZ_CareCenter@Zurichna.com	

Contractors

Company	Name	Phone Numbers			Email Address	Website	Notes
		Office	Cell	Fax Number			
Belfor Property Restoration	Patrick Brown	(800) 856-3333	(919) 630-5276	(919) 789-8520	patrick.brown@us.belfor.com	www.belforusa.com	Raleigh & National
Carolina Restoration Services	Rob Clarke	(919) 469-1955	(919) 886-1746	(919) 469-5592	rob.clarke@crsnc.net	www.carolinarestorationservices.com	Greater Raleigh
Response Team 1 (CRC Restoration)	Brittany Jones	(919) 467-5517	(919) 608-1362		brittany.jones@responseteam1.com	www.responseteam1.com	Raleigh, Greensoboro, Fayetteville, Charlotte
Electronic Restoration Svcs	Jeff Milligan	(919) 629-2011	(919) 434-7021	(919) 590-1754	jeff.milligan@ers-us.com	www.ers-us.com	Electronics-Raleigh and National
EMERG+NC	Kevin Oakley/Kyle Oakley	(844) 363-7462				http://emerg-nc.com/	Raleigh, Fayetteville, Greenville
NC Construction Services	Karl Lehmann	(919) 730-1172	(919) 369-2072		karl@ncconstructionservices.com		partners with Remtech Environmental
Professional Restoration Svcs	Gene McMurray	(919) 980-4576	(919) 280-8184		office@prshelp.com	www.prshelp.com	Raleigh
Restoration Experts	Robert Collins	919-557-7900	(919) 753-5535	(919) 557-7901	robert@restorationexpertsofnc.com	www.restorationexpertsofnc.com	Raleigh
Restoration House of Raleigh	Jordan Yelverton	919-675-3295	919-675-3295		jordan@restorationhouseofraleigh.com		Raleigh & Eastern NC
RestorePro Reconstruction	Phil Rhodes	(919) 835-0676	(919) 369-5415	(919) 835-0678	phil.rhodes@trustrestorepro.com	www.trustrestorepro.com	Raleigh
ServPro	Wesley Jennings	(919) 754-8160				www.servproraleigh@svpral.com	SW Wake, Garner, etc. & National
ServPro	Jeff Graper	(919) 790-1222				www.servproraleigh@svpral.com	RNW Raleigh, Durham, etc. & National