

Hurricane Hotline Contact Numbers

Insurance Industry Provides "Hotline" Contact Numbers To Ease With Claims Process

Insurers who set up toll-free numbers to assist policyholders with Hurricane claims:

A

AAA Insurance (Auto Club Family Insurance Company) 800-222-7623 ext. 5000

Acadia Insurance Company 800-444-0049, ext. 2600

ACE USA Clients receive individual 800 numbers or call 800 433-0385 (ACE USA/INAMAR Marine claims);
800 234-7354 (Disaster Mortgage Protection claims)

Acuity - 800-242-7666

AIG - 877-244-0304

Alabama Department of Insurance - 334-269-3550

Alabama Municipal Insurance Corporation - 866-239-AMIC

Alfa Insurance Group - 888-964-2532

All America Insurance Company - 888-263-2924

Allied Property and Casualty Insurance Company - 800-282-1446

Allmerica - 800-628-0250

Allstate - 800-54-STORM (800-547-8676)

Allstate Floridian Insurance Company - 800-54-STORM (800-547-8676)

America's Health Insurance Plans (AHIP) - 800-644-1818

American Alternative Insurance Corporation - 866-220-3505

American Bankers Insurance Company - 877-459-6075

American Coastal Insurance Company (ACIC) - 855-270-8232

American Federation Insurance Company - 800-527-3907

American General Property Insurance Company of Florida - 800-321-2452

American Integrity Insurance Group - 866-277-9871

American International Group, Inc. (AIG) - 877-AIG-0304

American Keystone Insurance Company - 877-359-9777

American Modern Insurance Group, Inc. - 800-375-2075

American National Property & Casualty Company & Affiliates - 800-333-2860

American Reliable Insurance Company - 800-245-1505

American Security Insurance Company - 800-326-2845

American Skyline Insurance Company - 888-298-5224

American States Insurance Company - 888-557-5010

American Strategic Insurance - 866-ASI-LOSS (274-5677) / 866-274-8765

American Superior Ins. Co. (Liquidated) - FIGA 800-988-1450 or Northpoint 800-690-8114 or Citizens
866-411-2742

American Traditions Insurance Company - 866-270-8430

Ameriprise Insurance Company (Ameriprise Auto & Home Insurance) - 800-872-5246

Ameritrust Insurance Corporation - 800-825-9489

AMICA Mutual Insurance Company - 800-242-6422

Arch Insurance - 800-817-3252

Argus Fire & Casualty - 866-291-4609

Armed Forces Insurance Exchange - 800-255-0187
ASI Assurance - 866-ASI-LOSS (274-5677) / 866-274-8765 / fax 866-274-3299
ASI Lloyds - 866-ASI-LOSS (274-5677) / 866-274-8765 / fax 866-274-3299
Atlantic Mutual Insurance Company - 800-945-7461
Atlantic Preferred Insurance Company - 800-673-4952
Auto Club Insurance Company of Florida (ACICF) - 888-929-4222 / stormclaims@autoclubfl.com
Auto Club South Insurance Company (ACSIC) - 800-289-1325 / stormclaims@autoclubfl.com
Auto Owners (Palm City) – 800-783-1269
Auto Owners (Ft. Meyers) – 800-437-2256
Avemco Insurance Company - 800-874-9124
AXA Re Property and Casualty – 800-216-3711 / 800-509-1592 / fax 352-332-7999 / claims@thig.com
AXA Re Corporate Solutions – 800-216-3711 / 800-509-1592 / fax 352-332-7999 / claims@thig.com

B

Bankers Insurance Company - 800-765-9700 / fax 877-541-4084
Bankers Security Insurance Company - 800-765-9700 / fax 877-541-4084
Bituminous - 800-678-3104 and 800-822-2905
Bristol West Insurance Group - 800-Bristol
Burlington Insurance Group - 877-434-2667

C

California Casualty - 800-346-6840
Capitol Preferred – 800-734-4749 or 888-388-2742
Catawba – 800-711-9386
Catlin US - 800-216-0652
Central Mutual Insurance Company 888-263-2924
Century Surety Ins. Co. - 800-850-0422 / fax 614-895-7040 / www.centurysurety.com
CHUBB - 800-CLAIMS-0 (800-252-4670)
Church Mutual - 800-554-2642
Cincinnati Insurance Company (call your local agent first and then 877-242-2544)
Citizens - 866-411-CPIC (866-411-2742)
Clarendon America Insurance Company - 800-216-3711 / 800-509-1592 / fax 352-332-7999 / claims@thig.com
Clarendon National Insurance Company – 800-216-3711 / fax 352-332-7999 / claims@thig.com
Clarendon Select Insurance Company – 800-216-3711 / fax 352-332-7999 / claims@thig.com
CMI Lloyds Insurance Company - 888-263-2924
CNA - 1-877-CNA-ASAP (1-877-262-2727) or FAX at 1-800-953-7389
Coast National General Agency - 800-BRISTOL (800-274-7865)
Colony Insurance Company - 800-577-6614, Ext. 1715 / fax 804-327-1792 / claimsreporting@colonyins.com
Companion Property & Casualty – 800-649-2948
Continental Western Insurance Company - 800-444-0049, ext. 2600
Cotton States Mutual Group - 800-282-6536
Countrywide Insurance Group - 888-768-2096
Crusader Insurance Company - 800-669-9800
CUNA Mutual - 800-637-2676
Cypress P&C Insurance Company - 888-352-9773
Cypress P&C Insurance Company (All other CAT claims) - 888-352-9773

Cypress P&C Insurance Company – Frances Claims – 866-560-6192

D

Dairyland Insurance Company (see Sentry Insurance)
Depositors Insurance Company - 800-282-1446
Drive Insurance from Progressive - 800-925-2886

E

EMC Insurance Companies - 800-910-4988
Encompass Insurance Company - 800-588-7400
Erie Insurance Group - 800-367-3743

F

Farm Family Casualty Insurance Company 800-948-3276
Farmers (Fire Insurance Exchange) - 800-435-7764
FCCI (first report of injury) – 800-226-3224
Federated Mutual - 888-333-4949
Federated National Insurance Company - 800-420-7075
FEMA – 800-621-FEMA (3362)
Fidelity & Casualty Insurance Company - 800-725-9472
Fidelity National Insurance Company - 800-220-1351
Fidelity National P&C Insurance Company - 800-725-9472
FIGA – 850-386-9200 or 800-988-1450
Fireman's Fund - 888-FIREHAT (888-347-3428)
First Financial Insurance Company - 877-434-2667
First Floridian Auto and Home Insurance Company – 800-CLAIM33 (800-252-4633) (auto & home) / 800-238-6225 (business claims)
First Home Insurance Company - 800-488-8141
First Premium Ins. Group (Lloyd's Mobile home) - 800-432-3072 / fax 954-331-4848 / karent@firstpremium.com
First Protective Insurance Company – 877-744-5224
First Trenton - 800-468-7341
Florida Department of Financial Services, 877-693-5236
Florida Family Insurance Company - 888-486-4663 / www.floridafamily.com
Florida Farm Bureau Insurance Companies - 866-275-7322
Florida Peninsula – 877-994-8368
Florida Preferred Property Insurance Company - 800-673-4952
Florida Select - 888-700-0101 / fax 800-827-2846 or 941-906-2306
FM Global - 877-NEWLOSS (639-5677)
Foremost Insurance Company - 800-527-3907 / www.foremost.com
Foremost Property and Casualty Insurance Company - 800-527-3907 / www.foremost.com
Foremost Signature Insurance Company - 800-527-3907 / www.foremost.com
Forest Insurance Facilities, Inc. - 888-892-4381

G

GE Employers Re - 866-413-8978
GEICO - 800-841-3000 or contacted at GEICO.com
General Star Indemnity Company 800-624-5237

General Star National Insurance Company 800-624-5237
Georgia Casualty & Surety (claim reporting) – 800-279-8279
Georgia Casualty & Surety (claim department) – 866-458-7506
Georgia Farm Bureau 866-842-3276
GeoVera Specialty Insurance Company - 800-631-6478
Germania Insurance 877-437-6264
GMAC Insurance (Auto claims) – 800-468-3466
Granada Insurance Company - 800-392-9966
Granite Mutual Insurance Company 800-435-0397
Graphic Arts Mutual Insurance Company - 800-216-1420
Great American - 800-221-7274
Guardian Life Insurance Company of America - 866-367-4077; (610-807-7954)
Guide One - 888-748-4326
Guilford Specialty Group - 877-434-2667
Gulfstream Property and Casualty Insurance Company - 866-485-3005

H

Hanover American Insurance Company - 800-628-0250; or 508-855
Hanover Ins. Co. - 800-628-0250
Harbor National Insurance Company – 800-216-3711 / 800-509-1592 / fax 352-332-7999 /
claims@thig.com
Harbor Specialty Insurance Company - 800-216-3711 / 800-509-1592 / FAX 352-332-7999 /
claims@thig.com
The Hartford - 800-843-7006
Hillcrest Insurance Company - 800-216-3711 / 800-509-1592 / 352-332-7999 (fax), claims@thig.com
Holyoke Mutual - 800-225-2533
Home Pointe Insurance Company - 800-910-1104 / www.npic.com
Humana - 813-732-0386

I

ICAT Claims – 866-789-4228
IDS Life Insurance Company (Ameriprise Financial) - 800-862-7919
IDS Life Insurance Company of New York (Ameriprise Financial) - 800-541-2251
IDS Property Casualty Insurance Company (Ameriprise Auto & Home Insurance) - 800-872-5246
Imperial Fire & Casualty Insurance Company - 800-960-5677
Industrial Risk Insurers - 860-520-7347 (commercial claims)
Interstate Fire & Casualty - 800-456-8458, Ext. 7770 / fax 303-222-7759
Irving B. Green & Associates – 877-424-7336
Infinity Insurance Companies 800-334-1661
Interstate Fire & Casualty 800-456-8458, ext. 770

J

Jewelers Mutual Insurance Company - 800-558-6411

K

Kemper Auto and Home - 888-252-2799

L

Liberty Mutual - 800-2CLAIMS or 800-225-2467 (personal lines); 800-259-2184 (commercial property)
Liberty Mutual Fire Insurance Company - 800-633-1833
Lloyd's of London - 866-264-2533; (Email) policyholderassistance@lloyds.com
Louisiana Citizens Property Insurance Corporation - 800-931-9548
Louisiana Department of Insurance - 800-259-5300 (toll-free inside Louisiana only); 225-342-5423
Louisiana Farm Bureau - 866-275-7322

M

Magnolia Insurance Company - 888-843-7798
Main Street America Group - 877-425-2467
Mapfre Insurance Company of Florida - 888-9-MAPFRE
Markel American Insurance Company - 800-236-3113
Massachusetts Bay Insurance Company - 800-628-0250; or 508-855-2288
Mercury Insurance Group - 800-987-6000
MetLife Auto & Home - 800-854-6011
Middlesex Insurance Company (see Sentry Insurance)
Mississippi Farm Bureau - 866-275-7322
Mississippi Residential Property Insurance Association - 800-931-9548
Mississippi Windstorm Underwriting Association - 800-931-9548
Mitsui Sumitomo 866-676-6872
Modern USA Insurance Company - 866-270-8430
Motors Insurance Corporation (Commercial Lines) - 800-225-5642

N

NAMIC - Liz Reynolds, Jacksonville, 904-379-4896, or Lisa Floreancig, Indianapolis, (317) 876-4246
National Automotive Insurance - 800-577-9471
National Casualty Insurance Co. - 800-423-7675 / fax 480-483-6752
National Flood Insurance Program (NFIP) - 800-427-4661
National Insurance Co. - 800-329-2121 / fax 305-445-0368 / claimsdept@nationalgroupfl.com
National Security Underwriters - 800-256-8277 (Alexandria); 800-738-8555 (South Bunkie)
Nationwide Insurance Company of America - 800-282-1446
NGM Insurance Company - 877-425-2467
NJM Insurance Group - 800-367-6564
Northpoint Insurance Company- 800-690-8114
North Pointe Casualty Insurance Company - 800-910-1104
North Pointe Insurance Company - 800-910-1104
North Pointe Insurance Group - 800-910-1104
Northern Capital Insurance - 866-270-8430
Northern Neck Insurance Company - 877-968-7252
Northern Security Insurance Company - 800-435-0397

O

Ohio Casualty and West American Insurance Company - 888-701-8727
Old Dominion Insurance Company - 877-425-2467
Olympus Insurance Company - 866-281-2242
Omaha Property & Casualty - 800-638-2592 (Flood only)
Omega Insurance Company – 800-216-3711 / 800-509-1592 / fax 352-332-7999 / claims@thig.com

One Beacon - 877-248-3455

P

Patriot General Insurance Company (see Sentry Insurance)

Pharmacists Mutual Insurance Company - 800-247-5930

Praetorian Specialty Insurance Company - 800-216-3711 / 800-509-1592 / fax 352-332-7999 /
claims@thig.com

Princeton Excess and Surplus Lines Insurance Company - 866-220-3505

Progressive Auto Insurance - 800-PROGRESSIVE (800-776-4737)

Providence Mutual Fire Insurance Company - 877-763-1800

Prudential P&C Ins. Co. (Bought by Liberty Mutual) – 800-225-2467

Q

QualSure Insurance Corp. - 877-563-0150

R

Regency (Tower Hill) - 800-216-3711

Reinsurance Association of America – 850-222-7710, JMassie41@aol.com

Republic Fire & Casualty (Homeowners, Dwelling Fire, Auto & Commercial) - 800-451-0286

Republic Franklin Insurance Company - 800-216-1420

Republic Group (Republic Fire & Casualty, Republic Underwriters Southern Ins Co, Southern
Underwriters Ins) - 800-451-0286

Republic Underwriters (Commercial) - 800-451-0286

Response Insurance Companies CT BCO - 888-288-6084

Response Insurance Companies WA BCO - 800-477-0553

RLI Insurance Company - Phone Number 800-444-0406; fax number 309-692-6796

Rockhill Insurance Company - 877-305-7625

Royal & Sun Alliance - 800-847-6925

S

SAFECO - 800-332-3226

Safe Harbor Insurance Company, 866-482-5246

Safepoint Insurance Company, 866-482-5246

Savers Property & Casualty Insurance Co. - 800-825-9489

Scottsdale Insurance Company - 800-423-7675 / fax 480-483-6752 / www.scottsdaleins.com

Security First Insurance Company – 877-581-4862 /

www.SecurityFirstFlorida.com/jsemmens@securityfirstflorida.com

Security National Insurance Company - 800-Bristol

Selective - 866-455-9969

Sentry Casualty Company (see Sentry Insurance)

Sentry Insurance a Mutual Company (Transportation claims) - 800-638-8763; (Life claims) 800-533-7827;
(Other claims) 800-638-8763

Sentry Life Insurance Company (see Sentry Insurance)

Sentry Select Insurance Company (see Sentry Insurance)

Service Insurance Company - 800-780-8423

Shelter Insurance Group - 800-SHELTER

Sompo Japan - 800-444-6870

Southern Family Insurance Company - 800-673-4952
Southern Fidelity - 866-874-7342
Southern Insurance Company (Commercial) - 800-451-0286
Southern Underwriters (Commercial) - 800-451-0286
Southwest Business Corp. Lloyd's Excess Flood - 800-527-0066 Ext. 7389 / fax 210-525-0021 / dharrington@swbc.com
St. Johns Insurance Company - 877-748-2059
St. Paul Insurance Companies - 800-CLAIM 33 (800-252-4633) - Auto and Home Claims; 800-STPAUL (800-787-2851) - Business Claims
St. Paul Travelers - 800-CLAIM33 (800-252-4633) - Auto and Home Claims; 800-787-2851 - Business Claims; 800-356-6663 - Flood Claims; 800-772-4483 - Boat/Yacht Claims
Standard Guaranty Insurance Company – 800-326-2845
Star Insurance Company - 800-825-9489
State Farm Insurance - 800-SF-CLAIM (800-732-5246)
Sunshine State Insurance Company - 877-563-0150

T

TAPCO - 888-437-0373 / fax 336-538-0094 / bjohnson@gotapco.com
Texas Farm Bureau - 800-266-5458
Texas Select Lloyds Insurance Company - 866-887-7276
The Timbermen Fund (Louisiana Safety Association of Timbermen-SIF) - 877-628-6730
Tower Hill Insurance Companies - 800-216-3711 or 800-509-1592
Tower Hill Preferred Insurance Company – 800-216-3711 / 800-509-1592 / fax 352-332-7999 / claims@thig.com
Tower Hill Prime Insurance Company – 800-216-3711 / 800 509-1592 / fax 352-332-7999 / claims@thig.com
Tower Hill Select Insurance Company – 800-216-3711 / 800 509-1592 / fax 352-332-7999 / claims@thig.com
Travelers – 800-CLAIM33 (800-252-4633) (auto & home) / 800-238-6225 (business claims)
Travelers Boat & Yacht - 800-772-4482

U

Unemployment Insurance - 866-4-USA-DOL (866-432-0264)
Union Insurance Company - 800-444-0049, ext. 2600
United Farm Family Insurance Company - 800-948-3276
United Fire Insurance Company - 800-343-9131
United Property and Casualty Insurance Company - CAT: 800-882-0180 (activated at the time of a CAT event)
Non-CAT: 800-861-4370 (available at all other times)
United Services Automobile Assn. - 800-531-8222 (all USAA Cos) and 800-531-8722
Universal North America or Universal Insurance Company of North America - 866-999-0898 / Fax 866-465-1759 / claims@uihna.com
Universal Property & Casualty Ins. Co. - 800-425-9113 / fax 305-933-6181
USAA - 800-531-8222 and 800-531-8722/ fax 800-531-8669
USF&G - 800-787-2851; 800-631-6478 (homeowners claims); 407-660-9000 (customer service)
USLI - 800-523-5545 / fax 610-687-9398 / spalma@usli.com
Utica Mutual Insurance Company - 800-216-1420
Utica National Insurance Company of Texas - 800-216-1420

Utica National Insurance Group - 800-216-1420

V

Valley Forge Life Insurance (Subsidiary of CNA) - 800-437-8854

Vanguard Fire & Casualty Company - 888-343-5585 / fax 941-342-2080

Vermont Mutual Insurance Company - 800-435-0397

Voyager Indemnity Insurance Company – 800-245-1505

Voyager Property & Casualty Insurance Company – 800-358-0600

W

Westfield Insurance - 866-937-2663

Williamsburg National Insurance Company - 800-825-9489

X

XL- 800-688-1840

Z

Zenith (first report of injury) - 800-440-5020

Zurich - 800-987-3373