

# MEDIA ADVISORY: Insurance Claim Contact Information

September 2, 2005

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## INSURANCE INFORMATION INSTITUTE

Contact: Press Offices

New York: 212-346-5500; [media@iii.org](mailto:media@iii.org)

Wash. D.C.: 202-833-1580

Bill Bailey: 617-510-5243

**NEW YORK, September 2, 2005**-Policyholders with questions regarding their coverage for damage caused by Hurricane Katrina should call the number provided on their policies or contact their insurance agent. Those policyholders unable to get to their policies can contact special toll-free numbers set up by insurance companies. This and other hurricane-related information can be found at <http://www.disasterinformation.org/>.

Flood insurance policyholders who don't know who their insurer or administrator is can contact the National Flood Insurance Program (800-427-4661). The only information required is your name, the state where you live and your zip code.

Here is a list of claim contact numbers from the Insurance Information Institute; please note that it is being updated on a daily basis:

### 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

Alabama Department of Insurance 334-269-3550

Alabama Municipal Insurance Corporation 866-239-AMIC

Alfa Insurance Group 888-964-2532

Allmerica 800-628-0250

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

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

American Bankers Insurance Company 800-245-1505

American Federation Insurance Company 800-527-3907

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

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

American International Group, Inc. (AIG) Call the toll-free number located on your policy; if you cannot access your policy, call toll-free 877-AIG-0304

American National Property & Casualty Company & Affiliates 800-333-2861  
American Reliable Insurance Company 800-245-1505  
American Security Insurance Company 800-326-2845  
American Skyline Insurance Company 888-298-5224  
American Strategic Insurance 866-ASI-LOSS (274-5677)  
American Superior Insurance 954-577-2202  
Arch Insurance 800-817-3252  
Argus Fire & Casualty 866-291-4609  
Armed Forces Insurance Exchange 800-828-7736  
Atlantic Mutual Insurance Company 800-945-7461  
Atlantic Preferred Insurance Company 800-673-4952  
Auto Owners Insurance Group (Palm City) 800-783-1269  
Auto Owners Insurance Group (Ft. Meyers) 800-437-2256  
Avemco Insurance Company 800-874-9124  
AXA Re Property and Casualty 800-216-3711

## **B**

Bankers Insurance Company 800-765-9700  
Bankers Security Insurance Company 800-765-9700  
Bituminous 800-475-4477  
Bristol West Insurance Group 800-BRISTOL

## **C**

Capital Preferred 800-734-4749 or 888-388-2742  
Catawba Insurance 800-711-9386  
Catlin US 800-216-0652  
Century Surety Insurance Company 800-850-0432  
CHUBB Insurance Group 800-252-4670 (800-CLAIMS-0)  
Church Mutual Insurance 800-554-2642  
Citizens Property Insurance Corp. 866-411-2742 (866-411-CPIC)  
Cincinnati Insurance Company (call your local agent first and then 1-877-242-2544)  
Clarendon National Insurance Company 800-216-3711  
Clarendon Select Insurance Company 800-509-1592  
CNA (First Notice Systems) 877-CNA-ASAP (877-262-2727); (non-toll-free, for those experiencing difficulties accessing the FNS number) 413-858-4137  
Colony Insurance Company 800-577-6614 ext. 1715  
Companion Property & Casualty 800-649-2948  
Continental Western Insurance Company 800-444-0049, ext. 2600  
Cotton States Mutual Group 800-282-6536  
CUNA Mutual 800-637-2676  
Cypress 888-352-9773

## **D**

Dairyland Insurance Company (see Sentry Insurance)  
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**

Farmers 800-435-7764  
FCCI (first report of injury) 800-226-3224  
Federal Mutual 888-333-4949  
Federated National Insurance Company 800-420-7075  
FEMA 800-427-4661  
Fidelity & Casualty Insurance Company 800-725-9472  
Fidelity National Insurance Company 800-220-1351  
Fidelity National Property and Casualty Insurance Company 800-725-9472  
Fireman's Fund 888-347-3428 (888-FIREHAT)  
First Floridian 800-252-4633 (800-CLAIM33) (personal); 800-238-6225 (business)  
First Premium Insurance Group (Lloyd's Mobile Home) 800-432-3072  
First Protective Insurance Company 877-744-5224  
First Trenton 800-468-7341  
Florida Department of Insurance 800-342-2762  
Florida Family Insurance Company 888-486-4663 or 888-850-4663  
Florida Farm Bureau Insurance Companies 800-330-3327  
Florida Select 888-700-0101  
Florida Preferred Property Insurance Company 800-673-4952  
FM Global 877-639-5677 (877-NEWLOSS)  
Foremost Insurance Company 800-527-3907

## **G**

GE Employers Re 866-413-8978  
GEICO 800-841-3000  
General Star Indemnity Company 800-624-5237  
General Star National Insurance Company 800-624-5237  
Georgia Casualty & Surety 800-279-8279 (claim reporting); 866-458-7506 (claim dept.)  
Georgia Farm Bureau 866-842-3276  
GMAC Insurance (Auto Claims) 800-468-3466  
Granada Insurance Company 800-392-9966  
Great American 800-221-7274  
Guardian Life Insurance Company of America 866-367-4077; (610-807-7954)  
Guide One 888-748-4326

## **H**

Hanover American Insurance Company 800-628-0250; or 508-855-2288  
The Hanover Insurance Company 800-628-0250; or 508-855-2288  
Harbor Insurance Company 800-216-3711  
The Hartford 800-243-5860  
Hartford Insurance Company of the Midwest 800-637-5410; or 800-243-5860  
Hartford Steam 800-HSB-LOSS  
Holyoke Mutual 800-225-2533  
Hurricane Insurance Information Center 800-942-4242

## **I**

ICAT 866-789-4228  
Industrial Risk Insurers 860-520-7347 (Business claims)  
Interstate Fire & Casualty 800-456-8458, ext. 770

## **L**

Liberty Mutual 800-2CLAIMS (800-225-2467)  
Lloyd's America Helpline 866-264-2533; (Email) [katrina@lloyds.com](mailto:katrina@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**

Main Street America Group 877-282-3844  
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

## **N**

National Insurance Company 800-239-2121  
Nationwide 800-421-3535  
North Pointe Insurance Company 877-878-1991

## **O**

Ohio Casualty and West American Insurance Company 888-701-8727  
Old Dominion Insurance Company 877-425-2467 or 800-606-7992  
Omaha Property & Casualty 800-638-2592 (Flood only)  
Omega Insurance Company 800-216-3711  
OneBeacon 877-248-4968

## **P - Q**

Patriot General Insurance Company (see Sentry Insurance)  
Pharmacists Mutual Insurance Company 800-247-5930  
Poe Financial Group 800-673-4952  
Progressive Auto Insurance 800-PROGRESSIVE (766-4737)  
QualSure Insurance Corp. 877-563-0150

## **R**

Regency (Tower Hill) 800-216-3711  
Republic Fire & Casualty (Homeowners, Dwelling Fire, Auto & Commercial) 800-451-0286  
Republic Group (Republic Fire & Casualty, Republic Underwriters Southern Ins Co, Southern Underwriters Ins) 800-451-0286  
Republic Underwriters (Commercial) 800-451-0286

RLI Insurance Company 800-84-ROYAL (800-444-0406)  
Royal & SunAlliance 800-847-6925

## S

Safeco 800-332-3226; or 425-376-9000  
Scottsdale Insurance Company 800-423-7675  
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 (800-743-5837)  
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  
St. Johns Insurance Company 800-748-2030  
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  
State Farm Insurance 800-SF-CLAIM (800-732-5246)  
Sunshine State Insurance Company 877-329-8795

## T

TAPCO 888-437-0373  
Texas Farm Bureau 800-772-6535  
Tower Hill Insurance Companies 800-216-3711 or 800-509-1592  
Travelers 800-252-4633 (800-CLAIM 33) - Personal Claims; 800-238-6225 - Business Claims; 800-356-6663 - Flood Claims  
Travelers Boat & Yacht 800-772-4482  
Travelers WC (first report of injury) 800-238-6225

## U

Unemployment Insurance 866-4-USA-DOL (866-432-0264)  
Union Insurance Company 800-444-0049, ext. 2600  
United Fire Insurance Company 800-343-9131  
United Property and Casualty Company 800-861-4370  
Universal Insurance Company 888-846-7647  
USAA 800-531-8222  
USF&G 800-787-2851; 800-631-6478 (homeowners claims); 407-660-9000 (customer service)  
USLI 800-523-5545  
Utica National (Southeast: AL, FL, GA, KY, MS, SC, TN) 800-477-1914; (Southwest: AR, KS, LA, MO, OK, TX) 800-678-8422

## **V - Z**

Vanguard Fire & Casualty Company 888-343-5585

XL Insurance 800-688-1840

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

Zurich Insurance Company 800-987-3373

[Back to top](#)