

## Hurricane Hotline Contact Numbers

06-23-10

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



Contact: Sam Miller, 850.386.6668 x 223

Gary Landry, 850.386.6668 x 226

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

### A

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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 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 - 866-928-4312 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 Family Insurance Company (ACFIC) - 800-222-7623 ext. 5000  
Auto Club Insurance Company of Florida- 888-929-4222  
Auto Club South Insurance Company- 800-289-1325  
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](mailto:claims@thig.com)  
AXA Re Corporate Solutions – 800-216-3711 / 800-509-1592 / fax 352-332-7999 / [claims@thig.com](mailto:claims@thig.com)

**B**

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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**

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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](http://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](mailto:claims@thig.com)  
Clarendon National Insurance Company – 800-216-3711 / fax 352-332-7999 / [claims@thig.com](mailto:claims@thig.com)  
Clarendon Select Insurance Company – 800-216-3711 / fax 352-332-7999 / [claims@thig.com](mailto: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](mailto: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**

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

**E**

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EMC Insurance Companies - 800-910-4988

Encompass Insurance Company - 800-588-7400  
Erie Insurance Group - 800-367-3743

## F

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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 – 904-398-1450 or 866-928-4312  
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](mailto:karent@firstpremium.com)  
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 / fax 904-350-9110  
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](http://www.foremost.com)  
Foremost Property and Casualty Insurance Company - 800-527-3907 / [www.foremost.com](http://www.foremost.com)  
Foremost Signature Insurance Company - 800-527-3907 / [www.foremost.com](http://www.foremost.com)  
Forest Insurance Facilities, Inc. - 888-892-4381

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GE Employers Re - 866-413-8978  
GEICO - 800-841-3000 or contacted at [GEICO.com](http://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

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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](mailto:claims@thig.com)  
Harbor Specialty Insurance Company - 800-216-3711 / 800-509-1592 / FAX 352-332-7999 /  
[claims@thig.com](mailto:claims@thig.com)  
Hartford: The Hartford - 800-243-5860  
Hillcrest Insurance Company - 800-216-3711 / 800-509-1592 / 352-332-7999 (fax), [claims@thig.com](mailto:claims@thig.com)  
Holyoke Mutual - 800-225-2533  
Home Pointe Insurance Company - 800-910-1104 / [www.npic.com](http://www.npic.com)  
HomeWise Insurance Companies - 866-496-1782  
Humana - Mitch Lubitz, (w) 813-287-6180, (c) 813-732-0386, [mlubitz@humana.com](mailto:mlubitz@humana.com)

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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

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Jewelers Mutual Insurance Company - 800-558-6411

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Kemper Auto and Home - 888-252-2799

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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 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

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Magnolia Insurance Company - 888-843-7798  
Main Street America Group - 877-282-3844  
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  
Moters Insurance Corporation (Commercial Lines) - 800-225-5642

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NAMIC - Liz Reynolds, Jacksonville, 904-379-4896, or Nancy Grover, Washington, DC, 202-580-6742 x 102  
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](mailto:claimsdept@nationalgroupfl.com)  
National Security Underwriters - 800-256-8277 (Alexandria); 800-738-8555 (South Bunkie)  
Nationwide Insurance Company of America - 800-282-1446  
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**

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Ohio Casualty and West American Insurance Company - 888-701-8727  
Old Dominion Insurance Company - 877-425-2467 and 800-606-7992  
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](mailto:claims@thig.com)  
One Beacon - 877-248-3455

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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](mailto: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**

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QualSure Insurance Corp. - 877-563-0150

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Regency (Tower Hill) - 800-216-3711  
Reinsurance Association of America – 850-222-7710, [JMassie41@aol.com](mailto: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

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SAFECO - 800-332-3226  
Safe Harbour Underwriters - 866-ASI-LOSS (274-5677) / 866-274-8765 / fax 866-274-3299  
Safeway Insurance Company - 800-252-3251  
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](mailto: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](mailto:dharrington@swbc.com)  
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  
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

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TAPCO - 888-437-0373 / fax 336-538-0094 / [bjohnson@gotapco.com](mailto: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](mailto:claims@thig.com)  
Tower Hill Prime Insurance Company – 800-216-3711 / 800 509-1592 / fax 352-332-7999 /  
[claims@thig.com](mailto:claims@thig.com)  
Tower Hill Select Insurance Company – 800-216-3711 / 800 509-1592 / fax 352-332-7999 /  
[claims@thig.com](mailto:claims@thig.com)  
Travelers – 800-CLAIM33 (800-252-4633) (auto & home) / 800-238-6225 (business claims)  
Travelers Flood - 800-356-6663  
Travelers Boat & Yacht - 800-772-4482

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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 Insurance Co. - 888-846-7647/ fax 888-846-7649 / [universal@isacclaims.com](mailto:universal@isacclaims.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](mailto: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

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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

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Westfield Insurance - 866-937-2663  
Williamsburg National Insurance Company - 800-825-9489

## X

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XL- 800-688-1840

## Z

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Zenith (first report of injury) - 800-440-5020  
Zurich - 800-987-3373

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*Florida Insurance Council is Florida's largest not-for-profit trade association representing 59 insurers groups - consisting of 212 companies - which write over \$16 billion a year in premium volume and provide all lines of coverage.*