

# Hurricane Hotline Contact Numbers

07/01/2008

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

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) &ndash; 800-783-1269

Auto Owners (Ft. Meyers) &ndash; 800-437-2256

Avemco Insurance Company - 800-874-9124

AXA Re Property and Casualty &ndash; 800-216-3711 / 800-509-1592 / fax 352-332-7999 / claims@thig.com

AXA Re Corporate Solutions &ndash; 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 &ndash; 800-734-4749 or 888-388-2742

Catawba &ndash; 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 &ndash; 800-216-3711 / fax 352-332-7999 / [claims@thig.com](mailto:claims@thig.com)

Clarendon Select Insurance Company &ndash; 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 &ndash; 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 &ndash; Frances Claims &ndash; 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) &ndash; 800-226-3224

Federated Mutual - 888-333-4949

Federated National Insurance Company - 800-420-7075

FEMA &ndash; 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 &ndash; 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 &ndash; 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 &ndash; 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 &ndash; 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) &ndash; 800-279-8279

Georgia Casualty & Surety (claim department) &ndash; 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) &ndash; 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 &ndash; 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)

I

ICAT Claims &ndash; 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 &ndash; 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 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

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

Motors Insurance Corporation (Commercial Lines) - 800-225-5642

## N

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

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 &ndash; 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) &ndash; 800-225-2467

Q

QualSure Insurance Corp. - 877-563-0150

R

Regency (Tower Hill) - 800-216-3711

Reinsurance Association of America &ndash; 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 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 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 - 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 &ndash; 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 &ndash; 800-216-3711 / 800-509-1592 / fax 352-332-7999 / claims@thig.com

Tower Hill Prime Insurance Company &ndash; 800-216-3711 / 800 509-1592 / fax 352-332-7999 / claims@thig.com

Tower Hill Select Insurance Company &ndash; 800-216-3711 / 800 509-1592 / fax 352-332-7999 / claims@thig.com

Travelers &ndash; 800-CLAIM33 (800-252-4633) (auto & home) / 800-238-6225 (business claims)

Travelers Flood - 800-356-6663

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 Insurance Co. - 888-846-7647/ fax 888-846-7649 / 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

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 &ndash; 800-245-1505

Voyager Property & Casualty Insurance Company &ndash; 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

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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.