



## Hurricane/Tropical Storm Claim Reporting Update

The 2010 Hurricane/Tropical Storm season is forecasted to be a very busy one. Westrope has made contact with our property markets and updated our **2010 Hurricane Emergency Contact Information**. Following are the carriers with 24-hour claims reporting capabilities and essential information.

### Reporting Guidelines

When reporting a loss over the telephone the person reporting the claim will need to have the policy number available. If reporting via fax or e-mail, please complete an Acord Loss Notice.

We request that when reporting a loss to the carrier or designated adjusting firm directly you immediately provide the following information to Westrope, so that we can assure that you receive the assistance that you need:

- Forward a copy of the Acord Loss Notice to Westrope so that we may assist in ensuring that the claim is handled properly.
- Please note on the cover sheet that it was already called in, or sent to the carrier (or adjusting firm if applicable).

Additionally, for those carriers who have appointed designated adjusting firms, be advised that these numbers should **ONLY** be used on an emergency after-hours basis and **ONLY** in those situations where that carrier is primary. During regular business hours, please follow normal claim reporting procedures by submitting an Acord Loss Notice to Westrope (see below for additional info).

Not all of our carriers have after hours reporting procedures. We have been assured that these carriers do have adjusters ready to handle your client's claims. Please report these losses at your earliest convenience to Westrope:

**Attn: NEW CLAIMS - via fax - 816-842-3081 or electronically to [claims@westrope.com](mailto:claims@westrope.com)** we will ensure that the losses are reported on a RUSH basis to the appropriate carrier(s) immediately.

### Mitigate Damages

We suggest that the insured use their best judgment in mitigating the loss by following the guidelines below.

- Take photos or make a videotape of damaged property.
- Make temporary repairs to secure the business and/or prevent further damage. A good rule of thumb is to tell the insured to spend the money as if it was their own and no insurance was involved.
- Move valuables to a safe, dry location.
- Clean and dry everything that got wet with fans, dehumidifiers and desiccants.
- Raise wall to wall carpets to allow air to circulate.
- Clean wooden furniture as quickly as possible. Give special care to antiques, paintings, art objects, silver and brass.
- Collect inventory records, appraisals and photographic records to help document the loss.



### **2010 Hurricane Emergency Contact Information**

<b>ACE/Westchester</b>	Claim notices can be e-mailed to <a href="mailto:wsgprop-inlclaims@ace-ina.com">wsgprop-inlclaims@ace-ina.com</a>
<b>Allianz</b>	800-211-6647
<b>Allied World/AWAC</b>	Claim notices can be e-mailed to <a href="mailto:awacus.propertyclaims@awac.com">awacus.propertyclaims@awac.com</a>
<b>American Empire</b>	Claim notices can be e-mailed to <a href="mailto:aeslic.claims@gaic.com">aeslic.claims@gaic.com</a>
<b>AmRisc</b>	Claim notices can be e-mailed to <a href="mailto:claims@amrisc.com">claims@amrisc.com</a>
<b>Arch</b>	877-688-2724
<b>Aspen Specialty</b>	Claim notices can be e-mailed to <a href="mailto:property.claims@aspenspecialty.com">property.claims@aspenspecialty.com</a>
<b>Axis</b>	Claim notices can be e-mailed to <a href="mailto:usclaimnoticeATL@axiscapital.com">usclaimnoticeATL@axiscapital.com</a>
<b>Beazley First State</b>	Claim notices can be e-mailed to <a href="mailto:propertyclaims@beazley.com">propertyclaims@beazley.com</a>
<b>Beazley USA</b>	Claim notices can be e-mailed to <a href="mailto:beazleyclaims@vericclaiminc.com">beazleyclaims@vericclaiminc.com</a>
<b>Chartis</b>	877-399-6442
<b>Chubb</b>	800-252-4670
<b>CNA</b>	877-262-2727
<b>Colony</b>	Claim notices can be e-mailed to <a href="mailto:claimreporting@colonyins.com">claimreporting@colonyins.com</a>
<b>Commonwealth</b>	Claim notices can be faxed directly to them at 604-683-8968
<b>Continental</b>	
<b>Western Berkley Agribusiness</b>	Claim notices can be e-mailed to <a href="mailto:cwqcentralfirstreport@cwqins.com">cwqcentralfirstreport@cwqins.com</a>
<b>Crum &amp; Forster</b>	800-690-5520
<b>Diamond State</b>	Claim notices can be e-mailed to <a href="mailto:claims@uai-group.com">claims@uai-group.com</a>
<b>Endurance Specialty</b>	Claim notices can be e-mailed to <a href="mailto:eclaims@enhinsurance.com">eclaims@enhinsurance.com</a>
<b>Farmland/Nationwide</b>	800-228-6700
<b>Fireman's Fund</b>	888-347-3428
<b>General Star</b>	Claim notices can be e-mailed to <a href="mailto:gstarpropertyclaims@generalstar.com">gstarpropertyclaims@generalstar.com</a>
<b>Great American</b>	Claim notices can be emailed to <a href="mailto:pimclaims@gaic.com">pimclaims@gaic.com</a>
<b>Hanover</b>	800-628-0250
<b>Hartford</b>	800-327-3636
<b>Hiscox</b>	Claim notices can be e-mailed to <a href="mailto:inquiryusa@hiscox.com">inquiryusa@hiscox.com</a>
<b>ICAT</b>	866-789-4228
<b>IRI/Swiss Re</b>	Claim notices can be faxed directly to them at 860-902-7149 or e-mailed to <a href="mailto:iri_newloss@swissre.com">iri_newloss@swissre.com</a>
<b>Ironshore Ins. Services</b>	Claim notices can be e-mailed to <a href="mailto:john.reusch@ironshore.com">john.reusch@ironshore.com</a>
<b>James River</b>	Claim notices to be emailed to <a href="mailto:new.claimsnotices@jamesriverins.com">new.claimsnotices@jamesriverins.com</a>
<b>Kinsale Management</b>	Claim notices can be e-mailed to <a href="mailto:newclaimnotices@kinsaleins.com">newclaimnotices@kinsaleins.com</a>
<b>Lexington</b>	800-931-9546
<b>Liberty International LIU</b>	Claim notices can be faxed directly to them at 212-208-2861.
<b>Liberty Mutual</b>	800-225-2467
<b>Markel Essex</b>	Claim notices can be e-mailed to <a href="mailto:newclaims@markelcorp.com">newclaims@markelcorp.com</a>
<b>Markel Global Marine and Energy</b>	Claim notices can be e-mailed to <a href="mailto:newclaims@markelcorp.com">newclaims@markelcorp.com</a>
<b>Max USA</b>	Claim notices can be e-mailed to <a href="mailto:claimadmin@maxspecialty.com">claimadmin@maxspecialty.com</a>
<b>Maxum Specialty</b>	Claim notices can be e-mailed to <a href="mailto:claims@mxmsig.com">claims@mxmsig.com</a>
<b>Munich Re America</b>	Claim notices can be e-mailed to <a href="mailto:clmsins@munichreamerica.com">clmsins@munichreamerica.com</a>
<b>One Beacon</b>	877-248-3455
<b>RLI/Mt. Hawley</b>	800-444-0406
<b>Rockhill</b>	Claim notices can be emailed to <a href="mailto:rhnewpropertyclaims@rhkc.com">rhnewpropertyclaims@rhkc.com</a>
<b>RSUI/Landmark American</b>	Emergency claims can be reported to Engle Martin at 800-818-5619
<b>Scottsdale</b>	800-423-7675
<b>Starr Technical Risks</b>	Claims notices can be e-mailed to <a href="mailto:jim.jezewski@cvstarrco.com">jim.jezewski@cvstarrco.com</a> and <a href="mailto:tim.drag@cvstarrco.com">tim.drag@cvstarrco.com</a>
<b>Steadfast</b>	800-987-3373
<b>Torus Specialty</b>	Claim notices can be e-mailed to <a href="mailto:claims@torusinsurance.com">claims@torusinsurance.com</a>
<b>Travelers</b>	800-238-6225
<b>Zurich</b>	800-987-3373

**Westrope is here to assist your clients should they suffer a loss. If you have any questions, please contact our Vice President- Claims, Todd Mannschreck, at 816-714-7431 or [tmanschreck@westrope.com](mailto:tmanschreck@westrope.com).**

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