



Hurricane/Tropical Storm Claim Reporting Update

The 2011 Hurricane/Tropical Storm season is forecasted to be a very busy one. Westrope has made contact with our property markets and updated our **2011 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 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.



2011 Hurricane Emergency Contact Information

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

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