

Group Personal Umbrella Program

How to Report a Claim

To report a claim, you can call:

- Our toll-free, 24-hour Claim Hotline: 800-945-7461
- Or the insurance agent or broker listed on your Certificate of Coverage.

PLEASE REPORT YOUR CLAIM AS SOON AS POSSIBLE.

This will help us resolve your claim quickly.

When you call our hotline, you will be connected to a claim professional who will ask for specific information regarding your claim. You can help us process your claim more quickly if you are prepared with the appropriate information. However, please do not delay reporting your claim if you do not have all of the information requested.

Helpful information to have before you call

- Group Umbrella policy number
- Carrier name and policy number of any underlying policies
- Date of the loss
- Insured's name and address
- Location of the loss
- Description of the loss
- Description of the claimed loss (e.g., visitor tripped in your driveway breaking leg, dog bit a delivery person)
- If there is a claim for bodily injury, the name, age and relationship of the person claiming injury
- Extent of the claimed injury/what the person is complaining of
- Was the person taken to a hospital?
- Were there any witnesses? Names of witnesses?
- Police report
- Have you been contacted by an attorney representing the person making the claim?
- If there is a claim for property damage, the nature of the claimed damage
- Name and telephone number of person to contact to discuss the claim