



Delivering Superb Claim Service: Our Five Point Service Pledge

When you have a covered loss, it's an opportunity for us to demonstrate the quality of our claim service. The response of every member of our claim team is expected to adhere to our five fundamentals of service.



Fast

Representatives on-call 24/7
Repair crews to most homes within two hours in emergencies
Up to 40% of claims resolved in just one call with an adjuster
Payment within hours through electronic funds transfer (EFT)

Fair

Expert adjusters who can properly recognize your loss and arrive at a fair settlement
Breadth of expertise so we always have an adjuster uniquely qualified to understand your claim
Average adjuster has 15 years of claims experience

Sensitive

Appreciation of the emotional side of loss
No pressure to make decisions until you're ready
Adjuster workload allows time for listening to all your concerns, not just closing the claim
Help with preventing similar losses in the future

Easy

Full and transparent explanation of claims process
Adjuster acts as single point of contact from initial assignment to conclusion
Streamlined paperwork
Help with finding and managing repair services

Flexible

Choose to rebuild home or receive a cash settlement after a covered total loss
Choose your favorite local auto repair shop or one that we recommend
Choose your own attorney to shadow your umbrella claim

We ask every client who has had a claim to assess our performance. 99% would refer us to a friend.

We've Been Called the Best in Claims From People Just Like You

- "Improving your service would be hard to do – you're at 110% now."
- "The most wonderful professional service I have ever had! I already referred two people."
- "Your adjuster was the most professional insurance person I have ever dealt with in fifty years. I have already referred friends."
- "I can honestly say that this was the most professionally managed claim. Your adjuster guided us through a very difficult time for our family."

Claims First Report Number Toll Free / 24-Hour : 800-945-7461