

## **INSURANCE COMPANY CLAIM PHONE NUMBERS**

**Updated 9/11/08**

### **INDEPENDENT INSURANCE AGENTS & BROKERS OF LOUISIANA**

**9818 BLUEBONNET BLVD.**

**BATON ROUGE, LA 70810**

**PHONE: 225/819-8007 FAX: 225/819-8027**

**EMAIL: [iiabl@iiabl.com](mailto:iiabl@iiabl.com) WEBSITE: [www.iiabl.com](http://www.iiabl.com)**

The following insurance companies have set up 800 hotlines:

AAA Insurance Company 800/222-7623

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 (American International Group) Call the toll-free number listed on your policy.

If you cannot access your policy call toll free (877) AIG-0304 (244-0304)

Alfa Insurance Group 888-964-2532

Alabama Municipal Insurance Corporation 866-239-AMIC

Allmerica 800-628-0250

Allstate 800-54-STORM (800-547-8676) Customer Service (not claims) 800-255-7828

Allstate Floridian Insurance Company 800-54-STORM (800-547-8676)

America First Insurance 800/551-5100

American Bankers Insurance Company 800-245-1505 or fax 800-244-4170 or 480-483-8666  
or 480-483-2912

American Capital Assurance Corp. (ASI) 866-ASI-LOSS (274-5677)/ 866-274-8765/fax 866-274-3299

American Federation Insurance Company 800-527-3907

American General Property Insurance Company of Florida 800-321-2452

American International Group 800-433-8880 (auto & home)

American Modern Home 800-543-2644

American National Property & Casualty Company & Affiliates 800-333-2861

American Reliable Insurance Company 800-245-1505 or fax 800-244-4170

American Skyline Insurance Company 888-298-5224

American Southern Home Insurance 800-543-2644

American States Insurance Company 888-557-5010

American Strategic Insurance (ASI) 866-ASI-LOSS (274-5677) Fax 866-274-3299 or [claims@asicorp.org](mailto:claims@asicorp.org)

American Superior Insurance 954-577-2202

American Tri-State Underwriters 318-994-2146

Amicus Mutual Insurance Company 225/923-1050

Arch Insurance 800-817-3252

Argus Fire & Casualty Company 954-331-4722

Ark-LA-Tex Underwriters 318-798-7703

Armed Forces Insurance Exchange 800-828-7736

Assurant Specialty Property 800/245-1505 or fax 800-244-4170

Atlantic Mutual Insurance Company 800-945-7461

Atlantic Preferred Insurance Company 800-673-4952

Audubon Flood Insurance Program/National Flood Service

800-759-8656, Fax 406-257-1629, Email [claims@nfsmt.com](mailto:claims@nfsmt.com)

Auto Owners Insurance Group (Palm City) 800-783-1269

Auto Owners Insurance Group (Ft. Meyers) 800-437-2256

Automobile Club Family Insurance Co. 800-222-7623 ext.5000

AXA Re Property and Casualty 800-216-3711

B&F Special Risks 504-454-8444

Balboa Insurance Group/Meritplan Insurance Co. 888-768-2096

Bankers Insurance Company 800-765-9700 or fax 877-541-4084

Bankers Security Insurance Company 800-765-9700

Baton Rouge/Brown Claims Services 225-924-5210

Bituminous 800-822-2905 (Florida); 800-605-0311  
(Mississippi & Louisiana) 800-678-3104 (National)  
Bristol West Insurance Group 800-BRISTOL  
Burnett & Company, Inc. 713-266-4246  
Burns & Wilcox, Ltd. 866/710-5484 or 225/295-7588 or 800-521-1918 option 2 ext 6522  
Capital Preferred 800-734-4749 or 888-388-2742  
Catawba Insurance 800-711-9386  
Catlin Underwriting Agency, 713-626-1266, 800-216-0652, 713-626-7356  
3700 Buffalo Speedway, Suite 600, Houston, TX 77098  
Central Claims Service, Inc. 225-405-5134  
17732 Highland Rd., Baton Rouge, LA 70810  
Email: [dalej@centralclaims.com](mailto:dalej@centralclaims.com)  
Century Surety Insurance Company 800-574-6278  
CHUBB Insurance Group 800-252-4670 (800-CLAIMS-0)  
Church Mutual Insurance 800-554-2642  
Citizens Property Insurance Corp. 866-411-2742 (866-411-CPIC)  
Cincinnati Insurance Company (call your local agent first and then 1-877-242-2544)  
Clarendon National Insurance Company 800-216-3711  
Clarendon Select Insurance Company 800-509-1592  
CNA 877-733-4250  
Colony Insurance Company 800-577-6614 ext. 1715  
Companion Property & Casualty 800-649-2948  
Continental Western Insurance Company 800-444-0049 ext. 2600  
Cotton States Mutual Group 800-282-6536  
CRC of Louisiana 205-414-2289  
CUNA Mutual 800-637-2676  
Cypress 888-352-9773  
Deep South Surplus, Inc. 318/686-6363  
EMC Insurance Companies 800-910-4988  
Employers Self Insurers Fund 225-767-7640  
Encompass Insurance Company 800-588-7400  
Energy & Marine Underwriters, Inc. Phone: 225-231-9972 Fax: 225-231-9998  
2435 Drusilla Lane, Ste. B, Baton Rouge, LA 70809  
Erie Insurance Group 800-367-3743  
Farmers 800-435-7764  
FCCI (first report of injury) 800-226-3224  
Federal Mutual 888-333-4949  
Federated National Insurance Company 800-420-7075  
**FEMA 800-621-3362 (800-621-FEMA)**  
Fidelity National Insurance Company 800-725-9472 and 866-397-6347  
Fidelity National Property and Casualty Insurance Co 800-725-9472 and 866-397-6347  
Fireman's Fund 888-347-3428 (888-FIREHAT)  
First Floridian 800-252-4633 (800-CLAIM33) (personal); 800-238-6225 (business)  
First Premium Insurance Group 800-256-2171 or 985-892-7428  
First Premium Insurance Group (Lloyd's Mobile Home) 800-432-3072  
First Protective Insurance Company 877-744-5224  
First Trenton 800-468-7341  
Florida Family Insurance Company 888-486-4663 or 888-850-4663  
Florida Farm Bureau Insurance Companies 800-330-3327  
Florida Select 888-700-0101  
Florida Preferred Property Insurance Company 800-673-4952  
FM Global 877-639-5677 (877-NEWLOSS)  
Foremost Insurance Company 800-527-3907  
Forest Insurance Facilities Phone: 504-831-8040 Fax: 504-831-4499  
2901 N. I-10 Service Rd., E., Ste. 300, Metairie, LA 70002  
Email: Claims [slauer@forestinsurance.com](mailto:slauer@forestinsurance.com)  
Underwriting [wforestjr@forestinsurance.com](mailto:wforestjr@forestinsurance.com) [wforestsr@forestinsurance.com](mailto:wforestsr@forestinsurance.com)  
GE Employers Re 866-413-8978  
GEICO 800-841-3000  
General Star Indemnity Company 800-624-5237  
General Star National Insurance Company 800-624-5237  
Georgia Casualty & Surety 800-279-8279 (claim reporting); 866-458-7506 (claim dept.)

Georgia Farm Bureau 866-842-32276  
GMAC Insurance (Auto Claims) 800-468-3466  
Granada Insurance Company 800-392-9966  
Gray Insurance Company Claims: 225-932-9621 Underwriting/Administratiron: 225-218-8117  
Great American 800-221-7274  
Guide One 888-748-4326  
Hanover Insurance (Allmerica) 800-628-0250 or 508-855-2288  
Harbor Insurance Company - 800 216-3711  
The Hartford - 800-243-5860  
Hartford Insurance Company of the Midwest 800-637-5410 or 800-243-5860  
Hartford Steam 800-HSB-LOSS  
Horace Mann Insurance 866-789-4228  
Holyoke Mutual - 800-225-2533  
Homebuilders Work Comp Fund 225-387-0286  
Hull & Company 800-241-4855 ext. 11  
Temporary location: 14120 Ballantyne Corporate Place, #525, Charlotte, NC 28277  
Web: [www.hullco.com/neworleans](http://www.hullco.com/neworleans)  
ICAT 866-789-4228  
Imperial Fire & Casualty 337-942-5691 or 800-960-7777  
Industrial Risk Insurers - 860-520-7347 (Business claims)  
Interstate Fire & Casualty 800-456-8458, Ext. 770  
Integrity Brokers & Underwriters Phone: 337-898-3204 Fax: 337-898-3207  
PO Box 490, Maurice, LA 70555 Cell:337-280-8094 Email: [john@integritybrokers.com](mailto:john@integritybrokers.com)  
Kemper Home & Auto 888/252-2799  
Lafayette Insurance Company 800/343-9131  
Lane & Associates, Inc.  
2933 Brakley Dr., Ste. C, Baton Rouge, LA 70816  
Phone: 225-297-5355 Fax: 225-297-5358 Cell: 504-338-2189  
Email: [scottlandry@laneassoc.com](mailto:scottlandry@laneassoc.com)  
LEMIC Insurance Company 225-201-0107  
Lexington Insurance Co. 800-931-9546  
Liberty Mutual - 800-2CLAIMS (800-225-2467)  
Liberty Mutual Fire Insurance Co 800-637-0757(in state);800-633-1833(24 hour)  
LIPCA 225-927-3283  
Lloyds 866-264-2533 or 800-749-6419  
Louisiana Auto Insurance Plan 225-928-5444  
Louisiana Commerce & Trade 225-344-8080  
Louisiana Construction & Industry SIF 337-232-3312  
**Louisiana Citizens Property Insurance Corporation 800-931-9548 or 225-293-5900**  
Louisiana Farm Bureau 866-275-7322  
Louisiana Medical Mutual Insurance Co. 225-295-8352  
Louisiana Risk Specialist 504/527-5505  
Louisiana Safety Assoc. of Timbermen 318/628-6730  
Louisiana Surplus Line Association 985-792-4798  
Louisiana Workers Compensation Corporation 225-924-7788  
LUBA Workers Comp 225-389-5822  
Lyndon Southern Insurance Co. 800-950-6060  
Main Street America Group 877-282-3844  
Market International Insurance Co. 800-963-7739  
Mercury Insurance Group 800-987-6000  
Mercury Underwriters  
9190 Interline Ave., Baton Rouge, LA 70809  
Phone: 504-834-1666 Fax: 225-928-1334 Email: [evao@mercuryundr.com](mailto:evao@mercuryundr.com) or [leslies@mercuryundr.com](mailto:leslies@mercuryundr.com)  
MetLife Auto & Home 800-854-6011  
Mississippi Farm Bureau 866-275-7322  
National Automotive Insurance Co. 800-577-9471  
**National Flood Insurance Program (NFIP) - 1-800-427-4661 or 406-756-8656**  
Nationwide 800-421-3535  
N-Surance Outlets 770/971-9975  
North American Fire & Casualty 602-287-7814  
North Pointe Insurance Company 877-878-1991

Occidental Fire & Casualty 941-746-4107, 800-780-8423 or [eclaims@baisi.com](mailto:eclaims@baisi.com)  
Ohio Casualty and West American Insurance Company 888-701-8727  
Old Dominion Insurance Company 877-425-2467 or 800-606-7992  
Omaha Property & Casualty 800-638-2592 (Flood only)  
Omega Insurance Company 800 216-3711  
OneBeacon 877-248-4968  
Pelican General Agency 318-219-0035  
Poe Financial Group 800-673-4952  
Progressive Auto Insurance 800-PROGRESSIVE (766-4737)  
Alternate Numbers for Progressive  
440/395-4590  
719/432-0264  
440/446-3245  
602/652-7743  
440/395-4869  
813/372-8569  
916/904-7185  
Drive Progressive – Hurricane Rita Claim # 800-925-2886  
QualSure Insurance Corp. 877-563-0150  
Regency (Tower Hill) 800-216-3711  
Republic Fire & Casualty 800-451-0286 (Homeowners, Dwelling Fire, Auto & Commercial)  
Republic Group (Republic Fire & Casualty, Republic Underwriters Southern Ins Co,  
Southern Underwriters Ins)  
Email: [dallas.claims@republicgroup.com](mailto:dallas.claims@republicgroup.com)  
Telephone: 972-788-6001 or 800-451-0286  
Fax: 972-788-6079 or 888-224-5874  
Republic Underwriters (Commercial) 800-451-0286  
Risk Management Services 225-389-9944  
RLI Insurance Company 800-444-0406  
RODCO Worldwide, Inc.  
Claims – Alexandria Office, Phone:318-767-1250 Fax:318-767-1256 email [jblack000@bellsouth.net](mailto:jblack000@bellsouth.net) or  
[cbbsuband@aol.com](mailto:cbbsuband@aol.com)  
Underwriting – Covington, Phone: 985-898-0592, Mike St. Germain Cell: 504-450-4898, home: 985-626-7834 or  
985-626-0051, Sheral Robinson Cell: 985-502-0408, email: [sheral1014@yahoo.com](mailto:sheral1014@yahoo.com), Kevin Thibodeaux email:  
[thibodeauxmail@yahoo.com](mailto:thibodeauxmail@yahoo.com), Ixchel Habit email: [ihabet@loyno.edu](mailto:ihabet@loyno.edu), Terri Bourgeois  
[dylansmommy227@yahoo.com](mailto:dylansmommy227@yahoo.com)  
Energy – Houston, Phone: 713-773-6400, Fax: 713-773-6410, Larry Miller email: [rodcowest@yahoo.com](mailto:rodcowest@yahoo.com)  
Destin: Mike Rodrigue, [mrod1953@aol.com](mailto:mrod1953@aol.com), Cell 850-428-9376  
Royal & Sun Alliance 800-847-6925  
SAFECO 800-332-3226  
Safeway Insurance Company 800/252-3251  
Scottsdale Insurance Company 800-423-7675  
Security National Insurance Company 800-Bristol  
Selective 866-455-9969  
Service Insurance Company 800-780-8423  
Shelter Insurance Group 800-SHELTER (800-743-5837)  
Sompo Japan 800-444-6870  
Southern Family Insurance Company 800-673-4952  
Southern Fidelity 1-866-722-4995  
Southern Insurance Company (Commercial) 800-451-0286  
Southern Underwriters (Commercial) 800-451-0286  
Southwest Business Corp. (Lloyd's Excess Flood) 800-527-0066 Ex. 7389  
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; 800-238-6225 -Flood Claims  
St. Paul Travelers CAT Van located at Home Depot on Coursey Blvd.  
State Farm Insurance 800-SF-CLAIM (800-732-5246)  
Strickland General Agency Phone: 800-825-5742 Fax: 678-259-3701 Web: [www.sgainla.com](http://www.sgainla.com)  
Summit Consulting  
Report of Injury 800-762-7811

Claims 888-468-2539  
Claims Fax 225-926-1226  
Sunshine State Insurance Company 877-329-8795  
TAPCO 888-437-0373  
Texas Farm Bureau 800-772-6535  
Tower Hill Insurance Companies 800-216-3711 or 800-509-1592  
Travelers Home & Auto 800-252-4633 (800-CLAIM 33)  
Travelers Flood Claims 800-356-6663  
Travelers Boat & Yacht 800-772-4482  
Travelers WC (first report of injury) 800-238-6225  
Trinity Insurance Services 985-674-1800  
United Fire Insurance Company 800-343-9131  
United Property and Casualty Company 800-861-4370  
Trinity 888/252-2799  
Union Insurance Company 800-444-0049 ext. 2600  
Unitrin Specialty 888-253-7834  
Universal Insurance Company 888-846-7647  
USAA 800-531-8222  
USF&G 800-787-2851; 800-631-6478 (homeowners claim);  
407-660-9000 (customer service)  
USLI 800-523-5545  
US Risk Brokers, Inc. Phone: 337-235-7745 fax: 337-235-1575 Cell: 337-262-5983  
201 Rue Iberville, Ste. 725, Lafayette, LA 70508 Email: [paulaj@usrisk.com](mailto:paulaj@usrisk.com) Web: [www.usrisk.com](http://www.usrisk.com)  
Vanguard Fire & Casualty Company 888-343-5585  
W.R. Berkley Corp. 203-629-2000  
XL Insurance 800-688-1840  
Zenith (first report of injury) 800-440-5020  
Zurich Insurance Company 800-987-3373  
Internet – [www.zurichna.com](http://www.zurichna.com) and click on click here to report a hurricane claim  
Fax: 877-962-2567  
Email: [usz\\_carecenter@zurichna.com](mailto:usz_carecenter@zurichna.com)  
Mail: Zurich Claims Reporting Care Center  
PO Box 49547  
Colorado Springs, CO 80949-9537