

HOW TO REPORT A CLAIM

You have two options to report a claim on your insurance policy when you have an accident or suffer a loss:

Call your insurance agent.

Most policyholders prefer to call their insurance agent to report a claim. Your agent can give you valuable advice about reporting a claim.



Call Atlantic Mutual directly at 1-800-945-7461.

This is our toll-free, 24-hour claim hotline. An Atlantic Mutual claims professional will take your call, your agent will be notified and a claims adjuster assigned promptly.

Please report your claim as soon as possible.

This will help us resolve your claim quickly and accurately.

Good Information to Have

To expedite the handling of your claim, please try to have the following information available when you call. However, don't delay reporting your claim if you lack some of the information requested.

- Policy number, name and address of the person on the policy (insured name)
- Date and location of the loss
- Description of the loss (e.g., fire in the kitchen)
- Police or fire report/police report number/police precinct or fire department that responded
- Cause of the loss (e.g., defective toaster oven)
- Approximate dollar amount of the property loss (if known)
- If there was bodily injury, the name, age and relationship of the person injured
- Extent of injury/what the injured person is complaining of
- Was the injured person taken to a hospital?
- Were there witnesses? Names of witnesses?
- Has the injured person's attorney contacted you?
- Names and telephone numbers of people to contact to discuss the claim

Our Promise to You: Fast, Fair, and Friendly Service

Atlantic Mutual promises to be there for our policyholders when it counts. And it counts most when you have a claim. We promise to respond quickly to your claim, to communicate clearly with you about procedures, to determine coverage openly and fairly, and to be friendly and respectful throughout the process.

And we deliver on our promise.

- Atlantic Mutual's claims service has been ranked as #1 by independent agents for ease of reporting claims, prompt return of phone calls, and many other aspects of handling your claim.
- Our policyholders who have had a claim have consistently given us satisfaction ratings of 97% -- or higher!