

Mappus Insurance – Insurance Company Claims Dept. Contacts

as of 09/09/2018

Company	Phone	Fax	Email	Notes
Mappus Insurance Agency	843-763-4200	843-571-1813	Griffin@mappusinsurance.com David@mappusinsurance.com Savannah@mappusinsurance.com CAC@mappusinsurance.com Michelle@mappusinsurance.com Krisi@mappusinsurance.com Gretchen@mappusinsurance.com Andrew@mappusinsurance.com Lienne@mappusinsurance.com	We are here to help but please also understand that we might be personally affected by the storm and dealing with our own claims. We ask that you file your claim as quickly as possible with your insurance carrier and notify us as well. Thank you.
Auto-Owners Insurance	843-292-8075	843-292-8086		After hours 888-252-4626
Travelers	1.800.252.4633 1.800.238.6225			https://www.travelers.com/claims/report-claim/index.aspx (Online Claims Center) Personal claims must be called in or reported online.
Bankers Insurance	1.800.765.9700		fnol@bankersinsurance.com	https://www.bankersinsurance.com/claims-support.html
Centauri	1.866.215.7574	866.965.8586	dispatch@seibels.com	Mailing address: PO Box 100107 Columbia, SC 29202
Chubb Group (brokered)	1.800.252.4670	1.800.300.2538		Online claims: https://extpws09.chubb.com/ChubbClaims/Extranet/eLoss/Login.aspx?GAMsg=
Fireman's Fund (brokered)	888.347.3428	800.511.3720	PIFNOL@ffic.com	Serviced by ACE
Gulfstream	866.485.3005	866.800.9840		215 N Westmont Dr, Altamonte Springs, FL 32714
Ironshore	800.466.9165		newclaims@raphaelandassociates.com please CC: office@mappusinsurance.com	
Lighthouse	877.852.0606	888.456.9163		Must start claim over the phone.
Main Street America Group	877.425.2467			https://www.msagroup.com/policyholder/reportingClaims.cfm
Progressive Insurance	1.800.274.4499	877.213.7258 Auto		For HO policies, will need to get in touch with underwriter directly

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PURE	1.888.813.7873	1.888.636.1359	claims@pureinsurance.com	https://www.pureinsurance.com/members#pure-member-portal
Safeco Insurance	1.800.332.3226			Phone is only way to get a claim started.
St. Johns Insurance	1.877.748.2059	1.877.858.8920		https://www.sjagents.com/Production/Main/InsuredClaimInformation.aspx (Online Claims Center)
SageSure/Interboro	1.888.263.0770	513.240.6492		https://claims.interboroinsurance.com/newform/view.php?id=10688 (Online Claims Center)
SageSure/Occidental	1.800.780.8423	941.748.5463	eclaims@baisi.com	
SageSure/Fed. Nat.	1.800.293.2532	954.733.7071	claims@fednat.com	
SageSure/Service Ins. Co.	1.941.780.8423	941.748.5463	eclaims@baisi.com	
United Property & Casualty (UPC)	1.800.861.4370	1.800.380.5053	claims@upcinsurance.com	https://www.upcinsurance.com/policyholders/submit-a-claim/ (Online Claim Center)
Universal P&C (Red Eleph)	1.800.470.0599	954.958.1206	Claimshelp@universalproperty.com	https://account.universalproperty.com/claims/fileclaim.aspx (Online Claim Center)
Universal North America (UNA)	1.866.999.0898	866.465.1759	claims@uihna.com	
National Flood Program - Hartford, Assurant, UPC	800.759.8656	866.528.3252	claims@floodpro.net	
National Flood Program Direct (old State Farm)	1.800.767.4341	1.800.767.5574		
NFS Edge Flood	1.844.640.2522			Claims updates, please call 866.641.7922 or email claimsalart@us.crawco.com
ACE	800.945.7461		prsfirfirst_reports@acegroup.com	http://www.acegroup.com/us-en/claims-information/claims-notification-form.aspx
AIG	888.760.9195		AfterHours-PCG@AIG.COM	Please notify Mappus as well
Lexington	800.931.9546		lexhomeownerCAT@chartinsurance.com	
Scottsdale/Nationwide	800.423.7675, ext 2		sicreportaloss@scottsdaleins.com	

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ASI	866- 274-5677			https://www.americanstrategic.com/claims-center
Capital Preferred	888-388-2742	850-521-3077		https://portal.capitol-preferred.com/InsuredLogin.aspx
Encompass	800-588-7400			
Nationwide	800-282-1446			
State Auto	877-722-5246			https://www-legacy.stateauto.com/claims
QBE	844-723-2524			
Vault	844-368-2858		customersupport@vault.insurance	

Brokers	Phone	Fax	Email	Notes
All Risks	1.800.366.5810	410.741.3265 Attn: Claims Center	clmrpt@allrisks.com	Lloyd's of London clients need to report claims directly to L'sOL- see email attachment. No over the phone claims. If policy allows direct reporting to underwriter then client may file claim to them but can otherwise go through All Risks with accord loss notice.
Johnson & Johnson	1.800.487.7565 x5024	843.577.1526	claims@jjins.com	All claims need to go to J&J, not carrier
Southern Cross	252.247.2519	800.291.5788	mhcclaims@scui.com	Clients contact US then WE fill out accord loss notice and send it to Southern Cross
Amrisk	Kari Edwards: 252.247.8773 Jeff Tripp: 252.247.8763 Joanie Hall: 252.247.8769		claims@amrisc.com KE: kedwards@amrisc.com JT: jtripp@amrisc.com JH: jhall@amrisc.com	Insureds need report loss to Mappus, then Mappus to send Acord Loss Notice or AmRisc Loss Notice (see attachment) to claims department

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Arcadian Risk Managers	843.449.2491 x233		claims@arcadianrisk.com	http://www.arcadianrisk.com/pdf_forms/forms_7_2014/PropertyLossNotice.pdf
Assurant- American Bankers Flood	800.423.4403	866.892.3066	myfloodclaim@assurant.com	https://www.assurant.com/CustomerSupport/EmailAssurant
Bass Underwriters	954.473.3711	954.316.3128	claims@bassuw.com	Email or fax ACORD Loss Notice to claims department
SC Wind & Hail	803.779.8373	803.779.0324	claims@scwind.com	Note- Do not report claims to this email address. This is for general questions. Claims are to be reported by agents by going to your policy list and clicking on the claims link.
South East Coastal Underwriter (SECU)	866.707.6860		kassie@secunderwriters.com Please CC office@mappusinsurance.com	http://secunderwriters.com/contact.php
Sterling Flood	855.227.2202		colby@sterlingsu.com brad@sterlingsu.com info@sterlingsu.com	https://www.sterlingsu.com/submit-a-claim/
TAPCO	800.334.5579	336.538.0094	claims@gotapco.com	Email or fax Acord Property or GL loss form. If email and fax are not available can use the phone number listed
The Flood Insurance Agency	800.785.2604 Lexington 877.298.0847 Lloyd's London	800.859.2186		http://www.privatemarketflood.com/claims
Hull & Company	800.241.4855, ext 167		shana.wicklund@hullco.com CC info@mappusinsurance.com	
Burns & Wilcox	248.932.9000	248.932.9051	claimsmail@minutemanadjusters.com	
Seacoast Brokers	404.751.4400	404.751.4303	claims@seacoastbrokers.com	

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Mitigation Companies	Phone	Fax	Email	Notes
Service Master of Charleston	843.760.0404			Lawton Hayes, Owner
ServPro	843.308.0178 843.577.2470			
Disaster Plus	843.724.7247			
BOSS	843.884.2677			
Rainbow International	843.762.9707			Frank Legare
A&I Fire & Water	843.720.4900			
Belfor	843.767.0711 888.421.4119			Scott Creamer, GM