

Claims Directory

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Carrier	Direct Reporting to Carrier	Agent / Agency Required to Submit ACCORD
<p>AIG Domestic Claims, Inc. <u>To Report A New Claim:</u></p> <p>Commercial Property Email: jerseycitycommercialproperty@aig.com Fax: (866) 947-1331 Mail: AIG Domestic Claims, Inc. Attn: Commercial Property Claims Department 101 Hudson Street, 20th Floor Jersey City, NJ 07302</p>	X	
<p>AIG Private Client Group To report a claim, please contact: Phone: (888) 760-9195 Email: pcg-claimsfnol@aig.com</p>		
<p>Allianz Phone: 800-558-1606 (outside U.S.: 314-513-1353) Email: NewLoss@agcs.allianz.com</p>	X	
<p>American Reliable Report New Claims: 800-535-1333 Ext. 1477 Claims Status: 800-535-1333 Ext. 1487 Fax: 480-483-2912</p>	X	

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<p>Cincinnati Insurance Claims Team Reporting Glass Claims Phone: (877) 588-4527 24 Hour Claim Reporting: (877) 242-2544 claimsmaindesk@cinfin.com</p> <p>Hawaii Capstone Claims Manager: Michelle Parsons Phone: (614) 596-1440 Email: Michelle_Parsons@cinfin.com</p>		
<p>Crum & Forster Claims Phone: 537-5221 Toll Free: (800) 953-7999 Claims: (800) 690-5520 Fax: (877) 622-6144</p>	X	
<p>DB Insurance John Mullen & Company: 677 Ala Moana Blvd, Ste 910 Honolulu, HI 96813 Claim Reporting: claims@johnmullen.com Claim Inquiries: (808) 531-9733 Fax: (808) 531-0053</p>	X	
<p>DTRIC Insurance 1600 Kapiolani Blvd. Suite 1520 Honolulu, HI 96814 Automobile claims: (888) 443-8742 (24 hours) Phone: (808) 951-1770 Fax: (808) 951-1868 Email: claims@dtric.com</p>	X	

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<p>First Insurance Company 1100 Ward Avenue Honolulu, HI 96814 Toll Free: (888) 342-6448 Claim Reporting: (808) 527-7711</p> <p>Neighbor Island & Mainland: (800) 272-5202 Fax: (808) 545-3120 Email: claimsreportsdesk@ficoh.com Claim Inquiries: (808) 527-7711</p>	X	
<p>First Mercury Insurance Company P.O. Box 5096 Southfield, Michigan 48086</p> <p>or</p> <p>29621 Northwestern Highway Southfield, Michigan 48034</p> <p>Fax: (248) 357-5036 (Attn: Claim Department) Email: claimsfax@firstmercury.com</p>		

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<p>FLOOD POLICIES:</p> <p>First Insurance Co. of Hawaii* Phone: (808) 527-7408 Fax: (808) 543-8170 Email: ficohcs@torrentcorp.com</p> <p>Island Insurance Co. National Flood: (800) 759-8656 Fax: (406) 257-1629 Email: claims@floodpro.net</p>	X	
<p>Selective Phone: (877) 348-0552</p> <p>Wright Flood Phone: (800) 725-9472 Fax: (877) 270-4329</p>		
<p>Great American/ Inland Marine Claims Reporting P.O. Box 5425 Cincinnati, OH 45201-5425 Reporting phone number: (800) 584-0835 Fax number: (800) 811-4751 Work Comp Claims Reporting number: (877) 836-1555 Mail WC claims to: P.O. Box 5432 Cincinnati, OH 45201 WC Claim Reporting Fax: (888) 223-1317</p>	X	

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<p>Hartford Steam Boiler Phone: (888) HCB-LOSS (888/472-5677) Fax: (888) 329-5677 Email: New_Loss@hsb.com</p>	X	
<p>Hawaii Property Insurance Assn. (HPIA) Serviced by First Insurance Phone: (808) 527-7711</p>	X	
<p>HHG Insurance Claims handled by Sedgwick and entered online at Claim Intake Login Screen (sedgwick.com)</p>		
<p>HIG / AMWINS Claims (808) 725-3576</p>		
<p>Hull & Company PACIFIC ISLANDS (HAWAII) 3375 Koapaka Street, Suite F238-12 Honolulu, HI 96819 Phone: (808) 840-1980 Fax: (866) 859-8302</p>		X
<p>IC International, Inc. 1132 Bishop Street, Suite 1595 Honolulu, HI 96813 <ul style="list-style-type: none"> • Diane Inouye Phone: (808) 591-8751 Fax: (808) 275-8751 </p>		X

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<p>Island Insurance Company (Tradewind Insurance Co.) P.O. Box 1520 Honolulu, HI 96806-1520</p> <p>or</p> <p>1022 Bethel Street, 2nd Floor Honolulu, HI 96813 Phone: (808) 564-8222 Fax: (808) 275-8222 Email: clmrpt@islandinsurance.com. Neighbor Islands toll-free: (888) 312-2525 WC Claim Reporting Fax: (808) 564-8594 (mail the original)</p>	X	
<p>Mitsui Sumitomo 10 Universal City Plaza Suite 1700 Universal City, CA 91608 Phone: (866) 676-6872 Fax: (866) 329-6766 Email: Newloss@msigusa.com Online: www.msigusa.com</p> <p>All Automobile, General Liability, Property/Inland Marine and Workers' Compensation Claims should continue to be reported to their Claim Service Center(CSC) in Cincinnati at 312 Elm Street, Suite 1250, Cincinnati, Ohio 45202, Attention: Intake Unit.</p>	X	
<p>National Interstate Insurance 1001 Kamokila Blvd, Suite 201 Kapolei, HI 96701-2091 Phone: (800) 316-9167 Fax: (808) 536-2467 New Loss Reporting: hawaii.claims@natl.com</p>	X	

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<p>Palomar/Laulima Exchange First reports can be made to Sedgwick’s Property Unit via phone, fax, or email (see below), which has desk adjusters and a fully staffed support unit available 24/7. Phone: (866) 391-9675 Fax: (800) 393-8104 Email: claims@palomarspecialty.com</p>		
<p>Philadelphia Insurance Companies Attention: Claims Department One Bala Plaza, Suite 100 Bala Cynwyd, PA 19004-0950 Phone: (800) 765-9749 Fax: (800) 685.9238 Email: claimsreport@phlyins.com Online: https://www.phly.com/aboutphly/Claims/ReportClaimForm.aspx</p>	X	
<p>Progressive Insurance 711 Kapiolani Blvd. Suite 1000 Honolulu, HI 96813 Claims service: (800) 274-4499 (24 hours) Phone: (808) 591-6900</p> <p>Mail all towing receipts for reimbursement to: Progressive Roadside Assistance PO Box 9147 Medford, MA 02155</p>	X	

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<p>PURE Insurance Phone: (888) 813-7873 Claims Email: claims@pureinsurance.com Member Advocate email: memberadvocate@pureinsurance.com <i>Claims can also be reported through the mobile app</i></p>		
<p>Resort Hotel Association (RHA) Casualty Program Claims administered by Gallagher Bassett Services, Inc. Phone: (866) 483-6599 (Identify your resort as a member of RHA)</p>	X	
<p>RLI 700 Bishop Street, Suite 1703 Honolulu, HI 96813 Phone: (808) 533-1515ext. 308 Neighbor Islands: (888)754-5411 Email: New.Claim@rlicorp.com After hours: Steve Tait (808) 989-5372 (cell number) Fax: (808) 533-1680</p>	X	
<p>RPS (Risk Placement Services) 677 Ala Moana, Suite 316 Honolulu, HI 96813 Phone: (808) 535-1940 Fax: (808) 535-1941</p> <p>Claims Services by: CRAWFORD & CO. Email: uspc.honolulu.hi@us.crawco.com Fax: 770-777-6388</p>	X	

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<p>Sompo Japan Insurance Company (formerly Yasuda Fire and Marine) 777 South Figueroa Street, Suite 4800 Los Angeles, CA 90017 Phone: (213) 243-1800 Fax: (213) 243-1857</p>	X	
<p>Travelers Insurance Personal lines: (800) 252-4633 Commercial lines: (800) 238-6225 Telephonic reporting: (800) 238-6225 Online: http://www.travelers.com/</p>	X	
<p>Triad Insurance Agency, Inc. (SEERPS)</p>	X	
<p>World Wide Facilities, Inc. (Claim Reports to Mullen) 677 Ala Moana Blvd, Ste 910 Honolulu, HI 96813 Claim Reporting: claims@johnmullen.com Claim Inquiries: (808) 531-9733 Fax: (808) 531-0053</p>	X	
<p>Zephyr Insurance Phone: 1 (800) 768-6002 Fax: (888) 273-7503 Email: zephyr@us.crawco.com When possible, insured should protect property from further damage. Insured can report a loss by calling the number above. Agents can assist the insured in the loss reporting process by completing an FNOL and emailing or faxing the numbers above. An Adjuster will contact the insured within 48 hours to schedule an inspection.</p>		