

Topic Location: [Home](#) > [Claims](#) > IAS Partners: Claims Reporting Process



IAS Partners: Claims Reporting Processing

Last Update: 06/29/2016



Important Notes:

- **Always encourage the customer to contact the broker partner directly!**
- Do **not** promise the IAS partner will cover the claim!
- Upset or irate customer's regarding claims can be escalated to Nancy Christian in IAS; this must be a warm transfer!
- For claims involving all other partner companies **not** listed below please contact IAS directly at 888-231-3888.

Step	Page	Action	Result
1.		Be empathetic to the member's situation.	
2.	Personify	Look up the customer's policy information.	
3.		Give the customer the policy number and offer to "warm" transfer them to the Claims department.	

Note: Make sure to offer the phone number in the event they get cut-off in the transfer.

Scripts:

- "Let me give you the toll free claim number so you can talk directly with claims." or,
- "Would you like me to transfer you to claims?"

IAS Partner Initial Claims Notification			
	Contact Information	Online	Agent Can File? *
Aegis Security Insurance	1-800-233-2160 Then ask for the Claims Dept.	Submit a Claim	
ACE	Phone: 800-778-1629 (24 hour toll-free) Fax: 800-678-9847 Claims Reporting Via Email: prsfirs_reports@acegroup.com		
American Collectors	Phone: 1-800-360-2277 Fax: 1-856-779-7289 Email: claims@americancollectors.com	Customer Log-in	
American Modern	1-800-375-2075	Claims Center	
American Reliable Ins Company	Phone: 1-800-245-1505 Fax: 1-800-224-4170 Email: claims.first.notice@americanreliable.com		
American Strategic Insurance (ASI)	Phone: 1-866-274-5677 Fax: 866-274-3299	ASI Claim form	
Ark Agency	Phone: 1-800-328-8894 Fax: 320-243-7224 Email: insurance@arkagency.com	First Report Incident/Claim Form IMPORTANT: The First Report Incident/Claim Form must be completed by agent and emailed to Ark.	
Atlantic Specialty	Phone: 1-888-231-3888		
	Phone: Call 1-800-CLAIMS-0		

CHUBB	(1-800-252-4670) Fax: 1-800-300-2538	Report a claim	
Coastal Agents Alliance (QBE)	<ul style="list-style-type: none"> File online / website: http://claims.stoningtonins.com Atlanta Claim Center Regular Hours Ph: 844-723-2524. (8:00 a.m. to 4:30 p.m. EST) Fax: 888-723-2567 After Hours/Holidays Ph: 877-667-8124 Email: Coastal_Claims@us.qbe.com QBE: Claims Service 	Claims Reporting	
Collectibles Insurance Services	Phone: 1-888-837-9537	Report a Claim	
Dairyland Insurance	1-800-334-0090	Claims form	
Foremost	<ul style="list-style-type: none"> File online HelpPoint® Claim Services: 1-800-527-3907 Foremost AARP Claims Service: 1-800-752-2461 Auto only: 1-800-274-7865 	Foremost Claims Online	No
GeoVera (Virginia Coastal Lines)	<ul style="list-style-type: none"> 1 (800) 319-6632 Earthquake: 1-800-859-8734 Windstorm/Hail: 1-877- 448-5806 	None	GeoVera Login
Guard (Berkshire-Hathaway)	Phone: 1-800-639-2567		
Hagerty	Phone: 1- 800-922-4050 Ext. 5 Fax: 1-888-321-8020 Email: claims@hagerty.com	File a claim	Hagerty
Haulers	Alliance Claims Solutions 24/7 1-866-665-1003 (insured or agent only) HICI Claims Department 1-888-296-7419		Yes
JIBNA	Phone: 1-877-542-9537 Email: claims@insure-jewelry.com		
Johnson & Johnson	Phone: 1-800-487-7656 x5024 Email: claims@jjiins.com		
Mercury	1-800-503-3724	How to File	

		Additional Information	
Middle Oak	Phone: 1-800-225-2533 Email: fristreport@middleoak.com	Claim form	
National General Ins. (GMAC)	Phone: 1-800-325-1088 - To File a New Claim Phone: 1-888-233-4575 - To Check the Status of an Existing Claim	Report a Claim	
Progressive	1-800-776-4737	Customer Log-in to File	No
SageSure (Occidental)	Home: 1-800-780-8423 Homeowners Email: eclaims@baisi.com Fax: 1-941-748-5463	Report a Home Claim	
Scottsdale Insurance	Phone: 1-800-423-7675 Ext 2 Email: SICReportALoss@Scottsdaleins.com	Online	
Stillwater Insurance (Fidelity National)	Phone: 1-800-224-4170 Fax: 1-800-491-7683 Email: claims@stillwaterinsurance.com		
Titan/Victoria	1-800-926-3168 1-800-888-8424 (Status)		
Travelers	1-800-252-4633	Travelers Loss Report Form	
USLI (United States Liability Insurance Company)	Phone: 1-888-875-5231		
VPIA	Phone: 804-591-3738 Fax: 804-591-3739 Email: http://www.vpia.com/claimform/reportclaim.html		
Western Ag	1-800-727-7868 Fax: 1-866-421-4752		

*IAS, LLC policy is to have the customer contact the IAS partner to file the claim rather than the agents. If a client is upset or demands the claim be filed through VFB, one of the following should be offered prior to filing:

- Offer to warm transfer the client to the broker partner.
- Offer the Web site information to file online.

Notes:

- Both options can also be offered if the client has come to the office to file the claim.
- IAS partners that state "No" in the Agent file column will not accept unless the client calls.

©2016 VFB Training & Development