



Midwestern General Agency, Inc.

Claims Reporting with MGA

When reporting a claim, the client will need to have the policy number available when calling any of these carriers. If reporting via fax or e-mail, please complete an Acord loss notice.

To help expedite your client's claim(s) please do the following:

- Process your claim on line.
- Forward a copy of the Acord loss notice, to one of the below numbers, this will ensure your claim is handled properly.
- Please note if you have already called in or sent the claim to the carrier.

Personal Lines Carriers (some but not all):

<u>Company</u>	<u>Website or Email</u>	<u>Fax</u>	<u>Phone</u>
Aegis	http://www.aegisfirst.com/Claims.aspx	717.657.0340	800.233.2160
American Modern Home	www.amig.com	800.217.5150	800.759.9008
Encompass	www.encompassinsurance.com	No Fax	800.588.7400
National Casualty/Scottsdale	https://portal.web.scottsdaleins.com/pub/public/	480.483.6752	800.423.7675
National Lloyds	Email: claims@natlloyds.com	817.632.2612	800.749.6419 x5200
RLI	Doesn't accept claims online	309.692.6796	800.526.1724

Commercial Lines Carriers (some but not all):

<u>Company</u>	<u>Website</u>	<u>Fax</u>	<u>Phone</u>
American Western Home	Email: claims@mgakcmo.com	No Fax	571.283.0400
Atlantic Casualty	WebClaims@atlanticcasualty.net	919.751.2502	877.225.5744
Capitol Insurance	claims@capitol.net	608.829.7411	800.475.4450 x1350
Essex	Property: essexpropertyclaims@markelcorp.com Liability: transmarine@markelcorp.com	804.273.1475	800.963.7739
IAT-Wilshire, Occidental & Acceptance	Claims@iatspeciality.com	402.342.0097	866.576.7971
Scottsdale Insurance	https://portal.web.scottsdaleins.com/pub/public/ Or reportaloss@scottsdaleins.com	480.483.6752	800.423.7675
Western World	reportclaim@westernworld.com	201.847.9500	201.847.8600

If the carrier does not have emergency reporting procedures, MGA suggests the client use their best judgment in mitigating the loss by following the guidelines below.

- Take photos or make a videotape of damaged property.
- Make temporary repairs to secure the property and/or prevent further damage. A good rule of thumb is to tell the insured to spend the money as if it was their own and no insurance was involved.
- Move valuables to a safe, dry location.
- Clean and dry everything that got wet with fans, dehumidifiers and desiccants. Raise wall to wall carpets to allow air to circulate.
- Clean wooden furniture as quickly as possible. Give special care to antiques, paintings, art objects, silver and brass.
- If the company your policy is written with is not listed please forward the loss to claims@mgakcmo.com

MGA is here to assist your clients should they suffer a loss. If you have any questions, please contact our Vice President of Operations, Alecia Crain at 816.434.1614 or acrain@mgakcmo.com.