

## OUR P&C CLAIMS MANAGEMENT

Our P&C Claims Management team at Great American Insurance Group (GAIG) prides itself on providing our Financial Institution Insureds with prompt, personalized service to help resolve your claim as quickly and efficiently as possible. Our claims professionals will work closely with you to quantify the loss, help you to file the claim and determine applicable coverage. Together, we will work to achieve the best possible outcome in the event of a loss.

### INDUSTRY LEADING SERVICE STANDARDS

- ✦ With Great American Insurance Group, we ensure that our insureds and agents receive exceptional service inline with our reputation as a leading provider of P&C and Workers Compensation insurance.
- ✦ With claims offices located throughout the country, all property and casualty claims are managed by Great American, with select approved Third Party Administrators (TPAs) used only for Workers Compensation claims in Idaho, Montana, New Mexico, Nevada and Oregon.
- ✦ Our claims professionals and TPAs adhere to high service standards based on generally accepted industry best practices, including prompt claim acknowledgement and excellent communications with agents, clients and all involved parties.

### THE CLAIMS PROCESS

Claims can be reported by toll-free phone or email. Timely submission of a loss notice assists in providing quality service. When reporting a claim, remember to:

#### 1. OBTAIN THE FACTS.

Find out as much as you can about the incident.

#### 2. GATHER ALL SUPPORTING INFORMATION.

Obtain as much supplemental information as you can before you report the claim such as policy number; name, address, phone; date of loss; and location of loss.

#### 3. REPORT THE CLAIM IMMEDIATELY.

Don't delay in calling just because you don't have all the information. Timely reporting is essential. You can gather and report any missing information at a later date.

### YOUR CLAIMS MANAGEMENT TEAM



**Marty Chamberlin | P&C Divisional Vice President, Claims Resolution Services**  
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Marty oversees a seasoned team of claim professionals with diverse, multi-line experience who handle claims for many Great American P&C programs. He and his staff ensure that our insureds receive top-quality claims service and advisement.



**Paul Gladden, AIC | P&C Divisional Assistant Vice President, Workers' Compensation Claims Services**  
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Paul joined the Great American Claims Team in 2015. He has over 20 years experience in multiple claims disciplines, with a focus in Workers' Compensation.