

When reporting a claim to your insurance company it is helpful to have:

- ✓ Your policy number
- ✓ Your contact information
- ✓ A description of damage
- ✓ Photos of Damage
- ✓ Your Mortgage Company Information

To the extent possible, try to safely mitigate any damage that has occurred.

- American Bankers Insurance Company of Florida (Assurant) Customer Service: 800.358.0600 Claims: 800.358.0600 Website: [www.assurant.com](http://www.assurant.com)
- American Coastal Insurance Company Customer Service: 800.861.4370 Claims: 252.247.8796, 1.877.284.4900 (toll-free) Website: [www.amcoastal.com](http://www.amcoastal.com)
- American Integrity Insurance Company of Florida Customer Service: 1.866.968.8390 Claims: 1.866.277.9871 Website: [aiicfl.com](http://aiicfl.com)
- Strategic Insurance Company Customer Service: 866.274.8765 Claims: 866.274.5677 (866.ASI.LOSS) Website: [www.americanstrategic.com](http://www.americanstrategic.com)
- Ark Royal Insurance Company Customer Service: 727.456.1673 Claims: 727.456.1673 Website: [www.arkroyalins.com](http://www.arkroyalins.com)
- Assurant Customer Service: 800.852.2244 Claims: (American Bankers) 1.800.358.0600 (Renter's Insurance) 800.432.8612 Website: [www.assurant.com](http://www.assurant.com)
- Auto Club Insurance Company of Florida (AAA Insurance) Customer Service: 800.289.1325 and 888.929.4222 Claims: 1.888.929.4222 or (for auto) 800.289.1325 Website: [www.autoclubfl.com](http://www.autoclubfl.com)
- Castle Key Indemnity Company/Castle Key Insurance Company (Allstate) Customer Service: 1.800.255.7828 Claims: 1.800.255.7828 (1.800.ALLSTATE) Website: [www.allstate.com](http://www.allstate.com)
- Citizens Property Insurance Corporation Customer Service: 888.685.1555 Claims: 866.411.2742 Website: [www.citizensfla.com](http://www.citizensfla.com)
- Federated National Insurance Company/Monarch National Insurance Company Customer Service: 800.293.2532 Claims: 800.293.2532 Website: [www.fednat.com](http://www.fednat.com)
- Florida Family Insurance Company Customer Service: 888.850.4663 Claims: 888.486.4663 Website: [www.floridafamily.com](http://www.floridafamily.com) Florida Peninsula Insurance Company Customer Service: 877.229.2244 Claims: 866.549.9672 Website: [www.floridapeninsula.com](http://www.floridapeninsula.com)

# ADVOCACY

- Frontline Insurance (First Protective) Customer Service: 877.744.5224 Claims: (Hurricane) 866.673.0623 (non-hurricane) 800.675.0145 Website: [www.frontlineinsurance.com](http://www.frontlineinsurance.com)
- Heritage Property & Casualty Insurance Company Customer Service: (FL) 1.855.620.9978 (Other States) 1.855.536.2744 Claims: 855.415.7120 (Platinum Preferred) 1.855.474.6526 Website: [www.heritagepci.com](http://www.heritagepci.com)
- Homeowners Choice Property & Casualty Customer Service: 888.210.5235 & 844.530.4099 Claims: (Reporting) 866.324.3138 (Status) 877.235.5076 Website: <http://hcpci.com/>
- FEMA/National Flood Insurance Program Customer Service: 800.621.3362 (800.621.FEMA) Website: [www.fema.gov/national-flood-insurance-program](http://www.fema.gov/national-flood-insurance-program)
- Olympus Insurance Company Customer Service: 800.711.9386 Claims: 866.281.2242 Website: [www.olympusinsurance.com](http://www.olympusinsurance.com)
- People's Trust Insurance Company Customer Service: 1.888.364.8557 Claims: 877.333.1230 Website: [peoplestrustinsurance.com](http://peoplestrustinsurance.com)
- Safe Harbor Insurance Company Customer Service: 866.896.7233 Claims: 1.866.482.5246 Website: [www.safeharborflorida.com](http://www.safeharborflorida.com)
- Safe Point Insurance Company Customer Service: 877.858.7445 Claims: 855.252.4615 (855.CLAIM15) Website: [www.safepointins.com](http://www.safepointins.com)
- Security First Insurance Company Customer Service: 877.333.9992 Claims: 877.581.4862 Website: [www.securityfirstflorida.com](http://www.securityfirstflorida.com)
- St. Johns Insurance Company, Inc. Customer Service: 800.748.2030 Claims: 877.748.2059 Website: [www.stjohnsinsurance.com](http://www.stjohnsinsurance.com)
- State Farm Customer Service: 800.782.8332 Claims: 800.782.8332 (800.STATEFARM) Website: [www.statefarm.com](http://www.statefarm.com)
- Tower Hill Insurance Customer Service: 800.342.3407 Claims: 800.342.3407 Website: [www.thig.com](http://www.thig.com) United Property & Casualty Insurance Company Customer Service: 800.295.8016 Claims: 888.256.3378 (1.888.CLM.DEPT), option 1 Website: <https://www.upcinsurance.com/>
- United Services Automobile Association (USAA) Customer Service: 800.531.8722 Claims: 1.800.531.8722 or 1.210.531.8722 Website: [www.usaa.com](http://www.usaa.com)
- Universal Property & Casualty Insurance Company Customer Service: 1.800.425.9113 Claims: 800.470.0599 Website: <https://universalproperty.com/>

➤ **State and Federal Government Resources**

- Executive Office of the Governor Website: [www.flgov.com](http://www.flgov.com)
- Florida Division of Emergency Management Florida Emergency Information Line: 800.342.3557  
Website: [www.floridadisaster.org](http://www.floridadisaster.org)
- List of Shelters: <http://floridadisaster.org/shelters/> Facebook: [www.facebook.com/FloridaSERT](http://www.facebook.com/FloridaSERT)  
Twitter: <https://twitter.com/FLSERT>
- Florida Department of Financial Services - Division of Consumer Services Insurance Consumer Helpline: 1.877.693.5236 (1.877.MY.FL.CFO), Out of State: 850.413.3089 Website: [www.myfloridacfo.com/division/consumers/](http://www.myfloridacfo.com/division/consumers/)
- Florida Attorney General Price Gouging Hotline: 1.866.966.7226 Website Complaint Form: <http://myfloridalegal.com/contact.nsf/contact>
- Florida Department of Agriculture and Consumer Services Consumer Assistance Hotline: 1.800.435.7352 (1.800.HELP.FLA) Website Complaint Form: <http://www.freshfromflorida.com/Contact-Us/File-a-Complaint>
- Florida Office of Insurance Regulation Website Hurricane Season Resources: <http://www.flair.com/Office/HurricaneSeason/hurricaneresourcepage.aspx>
- Federal Emergency Management Agency - FEMA Helpline: 1.800.621.3362 Disaster Assistance Website: [www.disasterassistance.gov](http://www.disasterassistance.gov)
- FEMA Disaster Recovery Centers: [asd.fema.gov/inter/locator/home.htm](http://asd.fema.gov/inter/locator/home.htm) or text DRC and your 5 digit Zip Code (Example DRC 12345) to 4FEMA Mobile App Download: [www.fema.gov/mobile-app](http://www.fema.gov/mobile-app) National Hurricane Center Website: <http://www.nhc.noaa.gov/>
- CONTACT INFORMATION FOR FLORIDA PROPERTY INSURANCE COMPANIES <http://www.flair.com/siteDocuments/FLLargestPropertyCompaniesContact.pdf>