



CHECKLIST:

REPORTING A CLAIM

We know how valuable time is in the event of a loss. That's why our Claims team is ready around the clock to answer your call and deliver a timely response. **For an easier and quicker claim reporting process, have these pieces of information ready when you call us.**

1 THE BASICS

Policy number

Date of loss

Name and contact information of all parties involved
• *Phone number, mailing address and email address*

A description of what happened
• *Ex: Pipe burst in bathroom causing water damage to flooring; insured was rear-ended by a third-party vehicle.*

2 ADDITIONAL INFO NEEDED FOR A PROPERTY LOSS

Property location(s) involved, including the specific address(es)

3 ADDITIONAL INFO NEEDED FOR AN AUTO LOSS

Specific vehicle(s) involved, including the VIN if it's available

Location of where the accident occurred, including the zip code

4 ADDITIONAL INFO NEEDED FOR A WORKERS' COMPENSATION CLAIM

Within 24 hours of reporting the claim, the First Report of Injury/Illness form needs to be submitted to CLU@guideone.com

► ***Our Claims team is here for you 24 hours a day, 7 days a week, 365 days a year.***

CALL: 888-748-4326

EMAIL: CLU@guideone.com

FAX: 800-676-4457

