



Disaster Recovery Claims: What You Should Know

BCH is dedicated to providing you with the information and resources you need when adverse weather strikes. Even in the event of widespread power outages, our disaster recovery team will help you navigate the claims process, handle day-to-day needs and answer your questions. We're here for you when it matters.

Reporting Disaster Recovery Claims

You will need the following information:

- Company Name on Your Policies
- Company Contact for Claim Handling
- Phone Number Where We Can Reach You
- Email Address to Which You Have Access (May Be Personal)
- Policy Number, if Available
- Type of Loss: Wind/Flood/Property/Auto/Other

There are a number of ways to report your claim:

- Report your claim to our Service Center: 866.415.7658.
- Email your claim to eclaim@bch-insurance.com. Please be sure to include the information noted on the left-hand side of this page.
- Report your claim directly to your carrier. Carrier contact information can be found below. If your carrier is not listed, refer to your policy for contact information.
- Report your claim online by visiting bch-insurance.com/claim-report/.
- Please review the below guidelines regarding temporary repairs to your location.

Guidelines: Temporary Repairs

- Please make temporary repairs and dry out/protect your property as quickly as possible after a loss, in order to prevent further damage. Do not make permanent repairs, such as a roof replacement or asphalt patches, until the adjuster has made an inspection. The adjuster must be able to see the damage and determine if it was due to flood, windstorm or hail.
- If possible, take pictures or video before tearing out, removing or covering over damaged property or debris. Keep any damaged property until the adjuster can see it and approve of disposal.
- Cover openings with a tarp or plastic to prevent additional water damage, and dry out water-damaged or wet areas immediately.
- If your loss is covered by a policy, reasonable costs for temporary repairs are covered. Be sure to keep invoices and receipts.



BCH Quick Links

24/7 Service Center: 866.415.7658
eclaim@bch-insurance.com



Scan to Access Our Online Disaster Recovery Page

Direct Carrier Contact Information

Carrier	Phone	Fax	Email and/or Website
Amerisure	800.441.0293	800.773.4215	newclaims@amerisure.com
BITCO	888.857.8031	210.340.8171	dallasclaims@bitco.com
Central	888.263.2924	800.736.7026 800.877.2293	central-insurance.com lossnotices@central-insurance.com
Chubb	800.252.4640	800.300.2538	cscfnol@chubb.com
CNA	877.262.2727	800.953.7389	lossreport@cnaasap.com
AmWINS	800.528.5544	866.274.1793	txclaims@amwins.com
The Hartford	800.327.3636	866.243.5860	thehartford.com
Liberty Mutual	800.362.0000	800.329.3297	businesslinesclaims@libertymutual.com or cclaimreports@libertymutual.com
Philadelphia	800.765.9749	800.685.9238	claimsreport@phlyins.com phly.com
Tokio Marine	877.567.7486	800.858.6509	tokiomarineclaims.com claims@actec.net
Travelers	800.238.6225	877.784.5329	first.report@travelers.com travelers.com
Texas Windstorm Insurance Association (TWIA)	512.899.4900	800.788.8247 or 512.899.4953	twia.org NOTE: Please, no cover sheets or transmittal sheets
Wright Flood	866.397.6347	877.270.4329	wrightflood.com NOTE: Report a claim online using your 14-digit policy number and property ZIP code If no policy number, report your claim by: • Texting CLAIM to 727.777.7066 • Emailing floodclaims@weareflood.com • Calling the 24-hour claims department at 1.800.725.9472
Zurich	800.987.3373	877.962.2567	USZCareCenter@Zurichna.com zurichna.com