



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	Email	Website
Amerisure	800.441.0293	newclaims@amerisure.com	amerisure.com
BITCO	888.857.8031	dallasclaims@bitco.com	bitco.com
Central	888.263.2924	lossnotices@central-insurance.com	central-insurance.com
Chubb	800.252.4640	chubbclaimsfirstnotice@chubb.com	chubb.com
CNA	877.262.2727	lossreport@cnaasap.com	cna.com
AmWINS	800.528.5544	txclaims@amwins.com	
The Hartford	800.327.3636	newloss@thehartford.com	thehartford.com
Liberty Mutual	800.362.0000	businesslinesclaims@libertymutual.com or cclaimreports@libertymutual.com	libertymutual.com
Philadelphia	800.765.9749	claimsreport@phlyins.com	phly.com
Progressive	800.776.4737	N/A	progressive.com
State Auto	877.722.5246	claims@stateauto.com	stateauto.com
Tokio Marine	877.567.7486	claims@actec.net	tokiomarineclaims.com
Travelers	800.238.6225	first.report@travelers.com	travelers.com
Texas Windstorm Insurance Association (TWIA)	800.788.8247	N/A	twia.org Claims Center: twia.org/claims Reference TWIA Claims Worksheet to work through TWIA claims process.
Wright Flood	866.397.6347	floodclaims@weareflood.com	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: <ul style="list-style-type: none"> • Texting CLAIM to 727.777.7066 • By emailing floodclaims@weareflood.com • By calling the 24-hour claims department at 800.725.9472
Zurich	800.987.3373	usz_carecenter@zurichna.com	zurichna.com