

Louisiana August 2016 Flooding Resource List

American Red Cross

www.redcross.org

FEMA

www.fema.gov

Disaster Assistance and Recovery

www.disasterassistance.gov

Small Business Administration

www.sba.gov

Disasters and Financial Planning: A Guide for Preparedness and Recovery

http://www.redcross.org/images/MEDIA_CustomProductCatalog/m52040082_DisastersandFinancialPlanningGuide_FINAL.pdf

Picking Up the Pieces After a Disaster

http://www.redcross.org/images/MEDIA_CustomProductCatalog/m7540319_picking-up-the-pieces-A5076.pdf

AICPA's 360 Degrees of Financial Literacy: Disaster Planning for Small Businesses

[http://www.360financialliteracy.org/Topics/Owning-a-Business/Business-Planning-Basics/Natural-Disaster-Planning-for-Small-Businesses/\(language\)/eng-US](http://www.360financialliteracy.org/Topics/Owning-a-Business/Business-Planning-Basics/Natural-Disaster-Planning-for-Small-Businesses/(language)/eng-US)

Get a Game Plan (prep tips for Louisiana families and businesses, download app)

<http://www.getagameplan.org/>

Louisiana Department of Transportation (road closures, traveler information)

<http://www.getagameplan.org/>

National Hurricane Center (latest news advisories, marine safety)

<http://www.nhc.noaa.gov/>

Parish Emergency Preparedness Contacts (phone numbers, websites)

<http://gohsep.la.gov/ABOUT/PARISHPA>

Ready.gov (before, during and after a hurricane)

<https://www.ready.gov/hurricanes>

Louisiana Attorney General

<https://www.ag.state.la.us/>

Louisiana Insurance Commissioner

<https://www.lidi.la.gov/>

Louisiana Licensing Board for Contractors

<http://www.lslbc.louisiana.gov/>

Insurance Company Claims Filing Telephone Numbers Find Your Insurance Company

Policyholders with questions regarding their coverage for damage caused by a disaster should call the number provided on their policies or contact their insurance agent. Those policyholders unable to get to their policies can contact special toll-free numbers set up by insurance companies.

Keep in mind that due to high call volume in the wake of a disaster, it may take some time to get through on some numbers—please be patient.

Flood insurance policyholders who don't know who their insurer or administrator is can contact the [National Flood Insurance Program](#) (888-379-9531). The only information required is your name, the state where you live and your zip code.

Here is a list of claim contact numbers:

A

AAA Insurance (Auto Club Family Insurance Company) 800-222-7623 ext. 5000
Acadia Insurance Company 800-444-0049, ext. 2600
ACE Private Risk Services 800-945-7461
ACE USA Clients receive individual 800 numbers or call 800 945-7461 (ACE USA/ACE Recreational Marine claims); 800 234-7354 (Disaster Mortgage Protection claims)
Acuity 800-242-7666
AGCS Marine 800-558-1606
Alabama Department of Insurance 334-269-3550
Alabama Municipal Insurance Corporation 866-239-AMIC
Alfa Insurance Group 888-964-2532
Allied Insurance 800-421-3535
Allmerica 800-628-0250
Allstate 800-54-STORM (800-547-8676)
Allstate Floridian Insurance Company 800-54-STORM (800-547-8676)
America First Insurance 877-263-7890
America's Health Insurance Plans (AHIP) 800-644-1818
American Bankers Insurance Company 800-245-1505
American Family Insurance 1-800-MY-AMFAM
American Federation Insurance Company 800-527-3907
American General Property Insurance Company of Florida 800-321-2452
American International Group, Inc. (AIG) 877-244-0304
American National Property & Casualty Company & Affiliates 800-333-2860
American Reliable Insurance Company 800-245-1505
American Security Insurance Company 800-326-2845
American Skyline Insurance Company 888-298-5224
American States Insurance Company 888-557-5010
American Strategic Insurance 866-ASI-LOSS (274-5677)
American Superior Insurance 954-577-2202
Arch Insurance 800-817-3252

Argus Fire & Casualty 866-291-4609
Armed Forces Insurance Exchange 800-828-7736
Atlantic Mutual Insurance Company (New York Liquidation Bureau) 212-341-6814
Atlantic Preferred Insurance Company 800-673-4952
Auto Club Family Insurance Company (ACFIC) 800-222-7623 ext. 5000
Auto Owners Insurance Group (Palm City) 800-783-1269
Auto Owners Insurance Group (Ft. Meyers) 800-437-2256
Avemco Insurance Company 800-874-9124
AXA Re Property and Casualty 800-216-3711

B

Bankers Insurance Company 800-765-9700
Bankers Security Insurance Company 800-765-9700
Berkley Mid-Atlantic Group 866-262-4178
Bituminous 800-475-4477
Bristol West Insurance Group 800-BRISTOL (800-274-7865)

C

Capital Preferred 800-734-4749 or 888-388-2742
Catawba Insurance 800-711-9386
Catlin US 800-216-0652
Century Surety Insurance Company 800-850-0432
Chartis Commercial and Personal customers call 877-399-6442
Chartis' Private Client Group call 888-760-9195
Chubb Group of Insurance Cos 800-252-4670 (800-CLAIMS-0); [Online Claim Reporting](#)
Church Mutual Insurance 800-554-2642
Citizens Property Insurance Corp. 866-411-2742 (866-411-CPIC)
Cincinnati Insurance Company (call your local agent first and then 877-242-2544)
Clarendon National Insurance Company 800-216-3711
Clarendon Select Insurance Company 800-509-1592
CNA (First Notice Systems) 877-CNA-ASAP (877-262-2727); (non-toll-free, for those experiencing difficulties accessing the FNS number) 413-858-4137
Coast National General Agency 800-BRISTOL (800-274-7865)
Colony Insurance Company 800-577-6614 ext. 1715
Colorado Casualty 888-298-3778
Companion Property & Casualty 800-649-2948
Connecticut FAIR Plan 860-528-9546
Continental Western Insurance Company 800-444-0049, ext. 2600
COUNTRY Financial 1-866-COUNTRY
CUNA Mutual 800-637-2676
Cypress 888-352-9773

D

Dairyland Insurance Company (see Sentry Insurance)
Drive Insurance from Progressive 800-925-2886

E

EMC Insurance Companies 888-362-2255
Encompass Insurance Company 800-588-7400
Erie Insurance Group 800-367-3743

F

Farmers 800-435-7764; iClaim App: <http://www.farmers.com/iclaim.html>
Farmers: Spanish Language Line 877-732-5266
FCCI (first report of injury) 800-226-3224
Federal Mutual 888-333-4949
Federated National Insurance Company 800-420-7075
FEMA 800-427-4661
Fidelity & Casualty Insurance Company 800-725-9472
Fidelity National Insurance Company 800-220-1351
Fidelity National Indemnity Insurance Company 800-725-9472
Fidelity National Property and Casualty Insurance Company 800-725-9472
Fireman's Fund 888-347-3428 (888-FIREHAT); [Mobile App](#)
First Floridian 800-252-4633 (800-CLAIM33) (personal); 800-238-6225 (business)
First Premium Insurance Group (Lloyd's Mobile Home) 800-432-3072
First Protective Insurance Company 877-744-5224
First Trenton 800-468-7341
Florida Department of Insurance 800-342-2762
Florida Family Insurance Company 888-486-4663 or 888-850-4663
Florida Farm Bureau Insurance Companies 800-330-3327
Florida Peninsula Insurance Company 877-994-8368
Florida Select 888-700-0101
Florida Preferred Property Insurance Company 800-673-4952
FM Global 877-639-5677 (877-NEWLOSS)
Foremost Insurance Company 800-527-3907
Forest Insurance Facilities, Inc 888-892-4381

G

GE Employers Re 866-413-8978
GEICO 800-841-3000; [Claims site](#)

General Casualty (QBE) 888-737-8256

General Star Indemnity Company 800-624-5237
General Star National Insurance Company 800-624-5237
Georgia Casualty & Surety 800-279-8279 (claim reporting); 866-458-7506 (claim dept.)
Georgia Farm Bureau 866-842-3276
Germania Insurance 877-437-6264

GMAC Insurance (Auto Claims) 800-468-3466
Golden Eagle Insurance 800-238-3085
Granada Insurance Company 800-392-9966
Great American 800-221-7274
Guardian Life Insurance Company of America 866-367-4077; (610-807-7954)
Guide One 888-748-4326

H

The Hanover Insurance Company 800-628-0250
Harbor Insurance Company 800-216-3711
Harleysville Insurance 800-892-8877; Flood claims – 800-759-8656
The Hartford 800-243-5860 ONLINE: www.thehartford.com/heretohelp
Hartford Steam 800-HSB-LOSS
Holyoke Mutual 800-225-2533
Horace Mann 800-999-1030
Hull & Company 800-241-4855

I

ICAT 866-789-4228
IDS Life Insurance Company (Ameriprise Financial) 800-862-7919
IDS Life Insurance Company of New York (Ameriprise Financial) 800-541-2251
Imperial Fire & Casualty Insurance Company 800-960-5677
Indiana Insurance 800-279-7221
Industrial Risk Insurers 860-520-7347 (Business claims)
Infinity Insurance Companies 800-334-1661
Insurance Placement Facility of Delaware 800-462-4972
Insurance Placement Facility of Pennsylvania 800-462-4972
Interstate Fire & Casualty 800-456-8458, ext. 770

K

Kemper Auto and Home 888-252-2799

L

Liberty Mutual Insurance 800-2-CLAIMS (800-225-2467); Apps: [iPhone](#) or [Android](#)
Liberty Northwest 800-289-0930
Lloyd's America Helpline 866-264-2533
Louisiana Citizens Property Insurance Corporation 800-931-9548
Louisiana Department of Insurance 800-259-5300 (toll-free inside Louisiana only); 225-342-5423
Louisiana Farm Bureau 866-275-7322

M

Main Street America Group 877-282-3844
Maryland Joint Insurance Association 800-492-5670
Massachusetts Bay Insurance Company 800-628-0250; or 508-855-2288
Massachusetts Property Insurance Underwriting Association 800-851-8978

Mercury Insurance Group 800-987-6000
MetLife Auto & Home 800-854-6011; f: 866-743-1546; email: MET_CAT@metlife.com
Middleoak Insurance p: 800-225-2533 option 7; f: 866-514-9861 or
email: stormclaims@middleoak.com or firstreports@middleoak.com
Middlesex Insurance Company (see Sentry Insurance)
Mississippi Farm Bureau 866-275-7322
Mississippi Residential Property Insurance Association 800-931-9548
Mississippi Windstorm Underwriting Association 800-931-9548
Montgomery Insurance 800-561-0178

N

National Automotive Insurance 800-577-9471
National Casualty Company 800-423-7675

National Farmers Union (QBE) 866-638-5677

National Flood Insurance Program (NFIP) 800-621-3362
National Insurance Company 800-239-2121
National Security Underwriters 800-256-8277 (Alexandria); 800-738-8555 (South Bunkie)
Nationwide 800-421-3535
New Jersey Insurance Underwriting Association 973-297-5235
New York Property Insurance Underwriting Association 212-208-9701; Outside NYC 800-522-3372
North Pointe Insurance Company 877-878-1991

O

Ohio Casualty 866-255-5530
Ohio Casualty and West American Insurance Company 888-701-8727
Old Dominion Insurance Company 877-425-2467 or 800-606-7992
Omaha Property & Casualty 800-638-2592 (Flood only)
Omega Insurance Company 800-216-3711
OneBeacon 877-248-3455 (Commercial Claims only); f: 866-213-2802;
email: claims@onebeacon.com

P - Q

Patriot General Insurance Company (see Sentry Insurance)
Peerless Insurance 800-522-7152
Pharmacists Mutual Insurance Company 800-247-5930
Poe Financial Group 800-673-4952
Progressive 800-PROGRESSIVE (776-4737); or 719-432-0264

QBE Agri 800-777-0078 or 425-562-5264

QualSure Insurance Corp. 877-563-0150

R

Regency (Tower Hill) 800-216-3711
Republic Fire & Casualty (Homeowners, Dwelling Fire, Auto & Commercial) 800-451-0286

Republic Group (Republic Fire & Casualty, Republic Underwriters Southern Ins Co, Southern Underwriters Ins) 800-451-0286
Republic Underwriters (Commercial) 800-451-0286
Rhode Island Joint Reinsurance Association 617-723-3800; 800) 851-8978
RLI Insurance Company 800-84-ROYAL (800-444-0406)
Royal & SunAlliance 800-847-6925

S

Safeco Insurance 800-332-3226; [iPhone App](#)
Safeway Insurance Company 800-252-3251
Scottsdale Insurance Company 800-423-7675
Security National Insurance Company 800-BRISTOL (800-274-7865)
Selective 866-455-9969
Sentry Casualty Company (see Sentry Insurance)
Sentry Insurance a Mutual Company (Transportation claims) 800-638-8763; (Life claims) 800-533-7827; (Other claims) 800-638-8763
Sentry Life Insurance Company (see Sentry Insurance)
Sentry Select Insurance Company (see Sentry Insurance)
Service Insurance Company 800-780-8423
Shelter Insurance Group 800-SHELTER (800-743-5837)
Sompo Japan 800-444-6870
South Carolina Wind & Hail Association 803-744-4319
Southern Family Insurance Company 800-673-4952
Southern Fidelity 866-874-7342
Southern Insurance Company (Commercial) 800-451-0286
Southern Underwriters (Commercial) 800-451-0286
Southwest Business Corp. (Lloyd's Excess Flood) 800-527-0066 ext. 7389
St. Johns Insurance Company 800-748-2030
State Farm Insurance 800-SF-CLAIM (800-732-5246)
Sunshine State Insurance Company 877-329-8795

T

TAPCO 888-437-0373
Texas Department of Insurance Consumer Help Line 800-252-3439
Texas Farm Bureau 800-266-5458
Texas Select Lloyds Insurance Company 866-887-7276
Texas Windstorm Insurance Association 800-788-8247
The Timbermen Fund (Louisiana Safety Association of Timbermen-SIF) 877-628-6730
Tower Hill Insurance Companies 800-216-3711 or 800-509-1592
Travelers Personal Insurance 800-252-4633 (800-CLAIM33)
Travelers Business Insurance 800-238-6225
21st Century Insurance 888-244-6163

U

Unemployment Insurance 866-4-USA-DOL (866-432-0264)

Unigard (QBE) 800-777-0078

Union Insurance Company 800-444-0049, ext. 2600

United Fire Insurance Company 800-343-9131

United Property and Casualty Company 800-861-4370

Universal Insurance Company 888-846-7647

USAA 800-531-8722; [Mobile App](#); [Online Claims](#)

USF&G 800-787-2851; 800-631-6478 (homeowners claims); 407-660-9000 (customer service)

USLI 800-523-5545

Utica National 800-216-1420

V - Z

Valley Forge Life Insurance (Subsidiary of CNA) 800-437-8854

Vanguard Fire & Casualty Company 888-343-5585

Virginia Property Insurance Association 804-591-3700

Westfield Insurance 866-937-2663

Willis Group 877-725-9679

XL Insurance 800-688-1840

Zenith (first report of injury) 800-440-5020

Zurich Insurance Company 800-987-3373 or email usz_carecenter@zurichna.com