



UNITED INSURANCE
RESPONSIVE • STABLE • INNOVATIVE

AGENTS' BULLETIN # 2007-03-06

To: ALL UNITED FAIA MEMBER SERVICES AGENTS

Re: **CLAIMS INFORMATION**

Now that you have had a chance to become more familiar with United Insurance, we felt this would be a good time to remind you of our Claim procedures. You may want to keep this information handy, in case any of your insureds need assistance from you with filing a claim. However, we do encourage all insureds to report claims to us directly – it is much quicker for them than going through you, the agent.

To Report a Claim:

- Internet Reporting – Access our website: www.upcic.com, click on Policyholders, click on Claim Reporting Information and follow the directions. This is the quickest and easiest method to report a claim, and we encourage claims to be reported in this way.
- Telephone reporting – 1-800-861-4370 or 727-895-7737.
- Fax reporting – 1-800-380-5053 or 727-895-8623.

As a reminder, all Catastrophe claims are reported to a special toll-free number, different from the one shown above, and is activated at the time of a storm. You will be notified of this number by Bulletin in advance of the storm.

We would also like to point out that United Insurance, unlike many of our competitors, has an in-house claims department and handles all claims ourselves. Our Claims Manager, Eugene Hearn, has over 35 years of claims management experience. Eugene has been with United for over five years. Additionally, we have a full compliment of skilled claims personnel here in St. Petersburg. We are confident that you will find our claims handling to be efficient, fair, and responsive.

If you have any other questions, please feel free to contact us at any time:

Carolyn Marro, AVP/Marketing – ext. 140

Margie Wise, Marketing Representative – ext. 141

Rick Allen, Marketing Representative – ext. 139

Thank you for placing your trust in United Insurance – we value your partnership.

Mel Russell, CIC
Senior Vice President