

CLAIM REPORTING PROCEDURES

Your policy is written through Hallmark Specialty Insurance Company or United Specialty Insurance Company. Please refer to your Declaration Page to determine who provides the coverage. Both companies offer options for reporting claims and addressing questions. The claims are handled by Effective Claims Management Inc.

To report a new claim:

1. You may e-mail a completed ACORD First Notice of Loss to claims@hallmarkgrp.com
2. You may report a claim by faxing a completed ACORD First Notice of Loss to one of the following fax numbers: 800-722-4052 (toll free), 817-348-1607 or 817-348-1785
3. You may report a claim telephonically by calling 800-426-5119 ext. 1780 (toll free number) or 817-348-1780 (direct to support staff personnel).
4. You may mail the ACORD First Notice of Loss to:

Effective Claims Management
Attention: Claims
777 Main Street, Suite 1000
Fort Worth, Texas 76102

5. The above email address and telephone numbers may also be used to direct your request(s) for the status of claims related questions (i.e. status of specific claim or the name of the adjuster to whom a claim has been assigned).
6. To obtain claim information on your claim, ask a general question, or voice a complaint, you may contact the claims department directly at 800-426-5119 ext 1780 or 817-348-1780.