



How To Report A Claim

REPORTING A CLAIM IS AS EASY AS 1-2-3

At Philadelphia Insurance Companies, reporting a claim is as easy as 1-2-3. Just follow these instructions and we will expedite your claim as quickly and in as friendly of a manner as possible.

Step 1 - Get The Facts

When reporting a notice of loss, please provide as much detail as possible. This should include, but not be limited to, the insured's name, contact name, policy number, date of loss, location of loss, cause of loss, your reference number, the initial steps taken to mitigate the loss, the types of damage, and the estimated amount of loss.

Step 2 - Report

Philadelphia Insurance Companies
Attention: Claims Department
One Bala Plaza, Suite 100
Bala Cynwyd, PA 19004 - 0950

Phone: 800.765.9749
Fax: 800.685.9238
claimsreport@phly.com

After Hours Reporting
800.765.9749 #3

Customers reporting catastrophic losses after normal business hours (8:30 a.m. - 8:00 p.m. Monday – Friday EST) will be automatically routed to the call center (24 hours a day, 7 days a week) by pressing '3' when calling our claims number (800.765.9749). We are ready to service your initial claim report and emergency claims needs.

Step 3 - Follow-Up

The claims customer service department will immediately process your first notice of loss report. You will receive verbal confirmation of our receipt of notice and will be contacted by your servicing representative within one business day.

Auto Glass Claim Reporting

HSG is Philadelphia Insurance Companies' nationwide provider for auto glass claim reporting and processing. When chips happen, save the hassle. Don't let a broken windshield ruin your day.

For all auto glass claims call: 877.443.9893

Fuel Spill or Pollution Release Reporting

The Spill Center is Philadelphia Insurance Companies' nationwide provider for fuel spills and pollution release claims. To report a fuel spill or pollution release claim, contact our nationwide provider the Spill Center at 877.683.2159.



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