

Atlas Claims Directory

All claims are reported directly to the carrier unless otherwise stated below
Last Updated: August 2026

AIG Insurance

Coverage: Commercial Property

New Claim Reporting

Refer to the applicable policy documents for specific claim reporting instructions and contact information.

If the policy does not contain the necessary information, claims may be reported directly through AIG's general First Notice of Loss (FNOL) reporting channel for Commercial Property and Casualty:

Phone: (877) 399-6442

Additional Assistance

Broker Services may also assist with directing claim notifications to the appropriate department.

Email: toserve@aig.com

Private Client Select

New Claim Reporting

Phone: (888) 760-9195

Email: pcsf nol@sedgwick.com

Important Note: The email address above is for broker/agent use only.



Private Client

SELECT

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Arch Insurance Company

Claim Reporting

Phone: (800) 817-3258

Email: claims@archinsurance.com



Third-Party Administrator for Property Claims ONLY

Contact: Willow Takeuchi, Senior Claims Examiner

Company: Soundview Claims Solutions, Inc.

Phone: (201) 743-3867

Email: wtakeuchi@soundviewclaims.com

Website: www.soundviewclaims.com

Mailing Address:

1299 Farnam Street, Suite 500
Omaha, NE 68102

Allianz

New Claim Reporting

Phone: (800) 558-1606

Outside the U.S. Phone: (314) 513-1353

Email: newloss@agcs.allianz.com

Fax: (888) 323-6450



Important Note: Include the completed form when submitting a claim by email.

Mailing Address:

Allianz Commercial
Attn: FNOL Claims Unit
One Progress Point Parkway, 2nd Floor
O'Fallon, MO 63368

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American Reliable

New Claim Reporting

Phone: (800) 245-1505

Hours: 8:00 a.m.–4:00 p.m. EST



After-Hours Claims: (888) 717-8090

Additional Claims Contacts

Managing Offices:

(888) 530-7741 or (800) 535-1333, Ext. 1477

Claims Status: (800) 535-1333, Ext. 1487

Fax: (480) 483-2912

Cincinnati Insurance

New Claim Reporting

24-Hour Claim Reporting Phone: (877) 242-2544

Notice of Loss Email: claimsmaindesk@cinfin.com



Claim Escalations

For claim escalations or matters requiring additional attention, contact the Hawai'i Claims Manager:

Contact: Therese Montoya

Phone: (213) 418-4556

Email: therese_montoya@cinfin.com

CRC Group

Claim Reporting

Important Note: Insureds should refer to their specific policy and file the claim directly with the applicable carrier.



CRC brokers are available to provide assistance as needed.

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Crum & Forster Insurance

C&F Claims

Email: crumandforsternol@cfins.com

24/7 Phone: (800) 690-5520

Important Note: Once a claim is reported, it will be assigned to an adjuster. The adjuster's contact information will then be provided to the claimant for future correspondence.



First Mercury Insurance

Email: claimsfax@cfins.com

Phone: N/A



Claims Contact: Nancy Toton, Claims Operations Manager
Phone: (248) 485-5343

Important Note:

Nancy Toton oversees First Mercury claims.

DB Insurance

Claims Contact

Company: John Mullen & Company

Email: claims@johnmullen.com

Claim Inquiries: (808) 531-9733

Toll-Free: (800) 231-3080

Fax: (808) 531-0053



Mailing Address:

677 Ala Moana Blvd., Suite 910
Honolulu, HI 96813

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DTRIC Insurance

Claim Reporting

Automobile Claims: (888) 443-8742 (available 24 hours)

Phone: (808) 951-1770

Fax: (808) 951-1868

Email: claims@dtric.com



Mailing Address:

1600 Kapiolani Blvd., Suite 1520
Honolulu, HI 96814

First Insurance Company of Hawai'i (FICOH)

Claim Reporting

Coverage: Property, Auto & Workers' Compensation

Phone: (808) 527-7711

Toll-Free: (800) 272-5202

Email: claimsreportdesk@ficoh.com

Fax: (808) 543-3120

Online: www.ficoh.com/claims/contact-us



First Mercury Insurance Company

Part of Crum & Forster (C&F)

Claim Reporting

Email: claimsfax@cfins.com

Phone: N/A



Claims Contact

Contact: Nancy Toton, Claims Operations Manager

Phone: (248) 485-5343

Important Note: Nancy Toton oversees First Mercury claims.

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Great American Insurance Group

Auto Claims

Program: Primary Auto available
|through Specialty Human Services
Email: specialtyhumanservicesclaims@gaig.com
Phone: (888) 317-4828



Property & Inland Marine Claims

Phone: (800) 584-0835

General Claims

Phone: (844) 424-4669

- **Option 1:** New Claims
- **Option 2:** Existing Claims

Online Claim Reporting

All Claims: www.claimstartnow.gaig.com/landing-page

Hartford Steam Boiler

Claim Reporting

Email: new_loss@hsb.com
Phone: (888) HCB-LOSS / (888) 472-5677
Fax: (888) 329-5677
Online Claims Forms:
www.munichre.com/hsb/en/services/claims.html



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Hawai'i Property Insurance Association (HPIA)

Contact Information

Email: hpia@marsh.com

Phone: (808) 585-3524



Important Notes

HPIA uses one email address and & phone number for all HPIA-related matters.

HPIA utilizes two third-party adjusters:
Sedgwick and Crawford.

Hawaiian Hurricane Group

HHG – Hyundai Marine & Fire



New Claim Reporting

Online Intake:

www.intake.sedgwick.com/u/hyundaihhg/hyundaihhg

Claim Reporting Website:

www.hawaiianhurricanegroup.com/report-a-claimlanding-page

Phone: (855) 436-3467, Ext. 1

Existing Claim Inquiries

Email: hawaiihhginquiries@sedgwick.com

Important Note

Sedgwick is Hyundai's claim administrator and handles the claims process.

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Hawaiian Insurance & Guaranty (HIG)

Coverage: Property



Claim Reporting

Email: claims@higltd.com

Phone: (808) 725-3576

Claims Administrator

Contact: Leni Bumanglag

Hull & Company

Claim Reporting

Email: claims_west@bridgespecialty.com



Important Note: Please complete an ACORD form when submitting a claim.

IC International

Important Note: Please complete an ACORD form when submitting a claim.



Auto Claims

Coverage: HJUP / Private Passenger

Emails:

commercialauto@aipservicing.com

paip-aio@aipservicing.com

Phones:

(855) 224-2247 or (800) 827-6370

Property Claims

Email: icclaims@icinternational.com

Fax: +1 (808) 591-0188

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Island Insurance
Tradewind Insurance Co.



Claim Reporting

Phone: (808) 564-8222

Neighbor Islands Toll-Free: (888) 312-2525

Email: clmrpt@islandinsurance.com

Fax: (808) 275-8222

Workers' Compensation Claim Reporting

Fax: (808) 564-8594

Important Note: Mail the original Workers' Compensation claim after faxing.

Mailing Address

828 Fort Street Mall
Honolulu, HI 96813

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Mitsui Sumitomo

New Claim Reporting

24/7 Phone: (866) 676-6872

Fax: (866) 329-6766

Email: NewLoss@msigusa.com

Online: www.msigusa.com/claims/report-a-claim



Automobile Claims

Online: www.interactclaims.com/MSMM/newclaim.jsp

Existing Claims

Phone: (866) 676-6272

Monday–Thursday: 7:00 a.m.–7:00 p.m. ET

Friday: 7:00 a.m.–6:00 p.m. ET

Email: customerservice@msigusa.com

Additional Online Access

Clients may also register and create an account at:

Website: www.msigusa.com

National Interstate Insurance

Claim Reporting & Inquiries

Phone: (800) 316-9167 or (808) 536-3366

Fax: (808) 536-2467

Email: hawaii.claims@natl.com



Important Note: The email address above may be used for both new claims and claim inquiries.

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Laulima Exchange – Palomar

Third-Party Administrator

York Risk Services Group, Inc., a Sedgwick Company



Claim Reporting

Phone: (800) 779-4529

Email: tpaclaims@sedgwick.com

Philadelphia Insurance Companies

National Flood Insurance Program (NFIP) Flood



Claim Email: N/A

Claim Phone: (888) 200-5603

Agent Claim Reporting: www.phlyflood.torrentflood.com

Insured Claim Reporting: www.phlyflood.manageflood.com

Coverage: Commercial Flood, Auto & Property

Email: claimsreport@phly.com

Phone: (800) 765-9749

Online: www.phly.com/claims/report

Progressive Insurance

Claim Reporting & Status

Online: www.progressive.com/claims

Phone: (800) 776-4737 or (888) 671-4405

Fax: (877) 280-5587



Important Note: The online portal may be used to report a claim or view the status of an existing claim.

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PURE Insurance

Claim Reporting

Online: www.pureinsurance.com/members/claims

Email: claims@pureinsurance.com

Phone: (888) 813-7873



Member Advocate

Email: memberadvocate@pureinsurance.com

Additional Reporting Option

Claims may also be reported through the PURE mobile app.

Resort Hotel Association (RHA) Casualty Program

Claims Administrator

Claims are administered by Gallagher Bassett Services, Inc.



Before Reporting a Claim

Request a User ID and password from RHA:

Phone: (804) 525-2023

Email: brain@rhainsure.com

After obtaining login credentials, report the claim online:

Online: <https://gbgofirstconnect.com/login?returnurl=>

Claims Reporting Procedures

Online: <https://members.rhainsure.com/claims/casualty/>

Availability: 24/7

Important Note

Do not fax any claims prior to reporting the claim.

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Travelers Insurance

Coverage: Property / Inland Marine



Claim Reporting

Phone: (800) 832-7839

Important Note

The assigned adjuster will provide an email contact after the initial claim reporting call.

Zephyr Insurance

Coverage: Property



ZEPHYR
INSURANCE

Claim Reporting

Email: claims@zephyrinsurance.com

Phone: (808) 440-5400