



**SPECIAL CLAIMS BULLETIN
STORM SEASON**

ATTENTION: All Agency Personnel

At Southern Oak, we realize that agents are often times the primary source for information to policyholders after a catastrophic event. We value our relationship with you and hope the information below helps to better serve your customers.

PLEASE USE THE FOLLOWING INSTRUCTIONS TO REPORT CATASTROPHE CLAIMS ON BEHALF OF YOUR POLICYHOLDERS FOR THIS STORM SEASON

- Report all claims to our toll free loss reporting number **1-877-900-2280**
- Provide **FLOOD** carrier information, *even if you think we do not need that information.*
- Please instruct your customers to make temporary repairs as necessary to protect their property. If possible, the insured should take photos of the damage prior to making temporary repairs. They should keep detailed receipts and present them to their adjuster.
- Every possible attempt will be made to dispatch adjusters to the scene as quickly as possible. The most severe cases will be given priority attention as claims are handled in an orderly sequence. Advance payments will be utilized when necessary.
- If telephone lines become inoperable or otherwise unavailable after a major storm, alternative means of reporting losses will be publicized locally. This may include an alternative fax number or courier service.
- If necessary, shortly after a hurricane (or other major catastrophic event), arrangements will be made to set up temporary catastrophe offices in the area to assist policyholders. You will be notified of the locations, telephone numbers and fax numbers of those offices/locations.

For policy related questions or technical questions related to the SOI Policy Administration System, you may contact Customer Service at **1-877-900-3971**.

www.southernoakins.com

**Policy Service
1-877-900-3971**

**Claims
1-877-900-2280**