



OCEAN HARBOR CASUALTY INSURANCE COMPANY

2549 BARRINGTON CIRCLE, TALLAHASSEE, FLORIDA 32308
TEL: (855) 585-0500 EMAIL: CLAIMS@OCEANHARBOR-INS.COM

REPORTING A CLAIM

Please report all claims to the email address or phone number below. We currently have an answering service set up for afterhours/weekends. That way, you will reach a live person 24 hours a day, 7 days a week! Claims may be submitted by your agency personnel, the Insured, the children of the insured, etc.

Email: claims@oceanharbor-ins.com

Phone: 855-585-0500

In the event of a catastrophe, we ask that you use the following easy 1-2-3 number system to discern between claims that are devastating and those that are minor inconveniences. It's most important that claims be treated on a triage basis as the most severe claims need to take precedence.

Level Damage

Definition

1	Unlivable	Home is not livable or a danger to live in
2	Major	Major damage but home is livable
3	Minor	No major damage to home - tree down on fence, roof shingles missing, etc.

When calling in a claim, it is important to have as much information as possible. Please let us know things like a contractor has been called or is on scene, temporary repairs are underway, water has been cleaned up and by whom, etc. This is all useful information for us to pass onto the adjuster who will be visiting the loss location.