

WHAT TO EXPECT WHEN YOU HAVE A CLAIM OR INCIDENT

How do I contact The Philadelphia Contributionship/Germantown Insurance Co.?

1. Call our toll free number at 800-269-1409, 24 hours a day, 7 days a week;
2. Contact your agent; or
3. Send an email to: claims@contributionship.com .

When should I notify the Company about a claim?

Immediately upon becoming aware of a loss or damage or injury incident

What information do I need?

1. Your name, address, phone number
2. Your policy number
3. The date of Loss
4. The cause of the loss, nature of damages or type of incident

What happens after I report the loss?

The report will be given a claim number and assigned to one of our staff adjusters. This adjuster will contact you within 24 hours, to begin the investigation.

How do I get information about my claim?

Contact the adjuster assigned to your claim, at his or her phone extension or email address.

What should I do after a loss?

1. Protect your property from further damage by making reasonable temporary repairs, if necessary. If you need emergency service, ask when you first call the claim in.
2. Keep a record of all repair costs.
3. In the event of a theft or vandalism claim, contact the police.
4. Do not dispose of damaged property.