



**ace usa**

## HOW TO REPORT YOUR CLAIMS

In the event of a claim, suit or loss under your Policy, contact your agent or broker. To report a claim, occurrence, accident, suit, loss or injury to us, in accordance with and as provided in the respective coverage parts of your Policy, please use any of the following methods, and please provide the information listed below, as well as any information your Policy requires:

**EMAIL:**

ACEClaimsFirstNotice@acegroup.com

(This e-mail address is to be used for new claim reporting only.)

**FAX:**

(877) 395-0131 (Toll Free)

(302) 476-7254 (Local)

**PHONE:**

(800) 433-0385 (Business Hours)

(800) 523-9254 (After Hours)

**MAIL:**

ACE North American Claims

P.O. Box 5122

Scranton, PA 18505-0554

Please be sure to include the following information, in addition to any specific information required by the applicable coverage part:

- Policy Holder Name
- Policy Number
- Type of loss
- Date of Event
- Description of loss
- Insured contact name and details (phone, e-mail, etc.)
- Third Party contact name and details (phone, e-mail, etc.)
- Any other pertinent information available

***If your policy includes Executive Assistance® Services the following information pertains:***

## KEY CONTACT NUMBERS FOR EMERGENCY SERVICES

### 24 Hour Emergency Response Executive Assistance® Services

Emergency Medical, Personal, Travel Assistance, Emergency Political Evacuation and Concierge Services. **Calling the numbers below will provide the caller access to the Executive Assistance Services. Calling the following numbers does not constitute the report of a claim, occurrence, accident, suit, loss or injury, as provided for in the respective coverage parts of your Policy.**