



ace usa

## HOW TO REPORT YOUR CASUALTY CLAIMS KEY CONTACT NUMBERS FOR EMERGENCY SERVICES

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:

**To e-mail send to:**

USI-FirstNoticeofLoss@acegroup.com

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

**To fax:**

1.866.635.5687

**To mail:**

ACE USA

Foreign Casualty Claims

P.O. Box 5116

Scranton, PA 18505-0546

The ACE USA – Foreign Casualty Claims Unit is located in Wilmington, Delaware. To contact the claims department by phone during normal business hours or to report a claim, call 1.866.809.0396.

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

## 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. To report a claim, occurrence, accident, suit, loss or injury to us, you must follow one of the methods set out above.**

**Executive Assistance Toll Free Inside U.S. and Canada: 1(800)766-8206**

**Executive Assistance Toll Free Outside U.S. and Canada** IDD+800-0200-8888 (available from 40 countries)

**Executive Assistance Collect Calls Outside the U.S. and Canada:** 1 (202) 659-7777

**Where Toll Free or Collect Calls are not available**

**Executive Assistance Outside the U.S. and Canada:** IDD 1 (202) 659-7777