



BULLETIN: CATASTROPHE FAQ

RE: Storm FAQ

How to report a claim:

1. The Agent or the insured can report a claim online via the Agent or Insured Portal, as appropriate. A short questionnaire is available, and once submitted, you will receive a confirmation providing the claim number and name of the Claim Adjuster assigned to the loss. That Claim Adjuster will then contact the policyholder and proceed with handling the claim.
2. The Agent or the insured may call **Wellington** directly at **800-880-0474**. The customer service representative will collect preliminary essential information and a Claim Adjuster will then contact the policyholder and proceed with handling the claim.

Please also review all other FAQs and Emergency Resources found online in your Agent or Insured Portal.

Wellington is committed to providing the highest level of professional service. If you have any questions about the information contained in this notice, or about any aspect of the **Wellington** residential property programs, please do not hesitate to contact us.