



# REPORTING HURRICANE CLAIMS

In the event you have storm related damages you should do the following:

1. Assess damages and prioritize by severity.
2. Mitigate damages whenever possible.
3. Report claims 24 / 7 by the following:

- Toll Free: 1-800-237-6617
- Fax: 321-832-1448
- Email: [Hurricane@pgcs-tpa.com](mailto:Hurricane@pgcs-tpa.com)



Key Hurricane Related Claims Contacts:

Lianna Crosby  
Liability Claims Specialist II  
(321) 832-1445  
[lianna.crosby@pgcs-tpa.com](mailto:lianna.crosby@pgcs-tpa.com)

Natalie Bowen  
Liability Claims Supervisor  
(321) 832-1400 ext. 4076  
[natalie.bowen@pgcs-tpa.com](mailto:natalie.bowen@pgcs-tpa.com)

Monika Coleman, AIC, ARM, AIS  
Liability Claims Supervisor  
(321) 832-1400 ext. 4136  
[monika.coleman@pgcs-tpa.com](mailto:monika.coleman@pgcs-tpa.com)

**Please Note:** If possible when submitting claims please complete a Property Acord Form and submit with your property schedule indicating the locations that were damaged as this will assist in identifying the locations that were effected.



## WHAT HAPPENS NEXT:

- PGCS will assign an Engle Martin field adjuster to your claim.
- Engle Martin will make contact with you within 24 hours. Engle Martin & Associates are independent onsite claims adjusters that are engaged by Preferred. They are the boots on the ground, onsite adjusters. Engle Martin will make initial contacts with members, discuss the claims process and schedule any inspections as needed.
- If you need immediate mitigation help, please let the PGCS adjuster know and we can put you in contact with a preferred vendor of your choosing to contact you as soon as possible (see Disaster Recovery & Mitigation Support page for approved vendor info).



## FEMA TIPS:

Our recommendation for working with FEMA is to complete your application and then work with Preferred via Engle Martin / PGCS adjusters through the claims process before submitting any documentation to FEMA.

The reason for this is that the first question from FEMA will be whether or not you have submitted everything through your carrier.

Working with FEMA can be a tedious process. We have determined over the years that the more complete/ detailed your submission package is the smoother the process will be with FEMA.

Once your claim is concluded with Preferred a detailed payment directive letter will be provided and this will include a damages / deductible worksheet that can be provided to FEMA outlining the entirety of your claim.





# DISASTER RECOVERY & MITIGATION SUPPORT

Preferred continues to bring you the response and services you need when disaster strikes. Whether it is a named storm, flooding, fire or any circumstance where you need us, we will be there. First Onsite has partnered with Preferred to be our go to response team.

Emergency Response Mitigation with 24/7 response - day or night, including holidays and weekends

- Catastrophic Storm Response
- Water Damage - extraction and removal
- Drying and Dehumidification
- Fire and Smoke Damage
- Odor Control/Removal
- Document and Contents Restoration
- Temporary Power and HVAC Services



1-800-622-6433

24-HOUR EMERGENCY SERVICE  
FOR PREFERRED MEMBERS

\* Please be sure to inform the service advisor that answers your call that you are a member of Preferred

[Please Click Here](#)  
for Information on  
Other Approved  
Florida & National  
Recovery/Mitigation  
Vendors

