



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



Key Hurricane Related Claims Contacts:

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

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

Monika Coleman, AIC, ARM, AIS
Liability Claims Supervisor
(321) 832-1400 ext. 4136
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.

