



**GEORGE DALE**  
Commissioner of Insurance  
State Fire Marshal

**LEE HARRELL**  
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**STATE OF MISSISSIPPI**  
Mississippi Insurance Department

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### **FOR IMMEDIATE RELEASE**

George Dale, Commissioner of Insurance/State Fire Marshal  
Mississippi Insurance Department  
Jackson, Mississippi  
Friday, September 2, 2005  
For additional information, please contact  
Donna J. Cromeans, Public Relations Director 601-826-9600

## **States offer Insurance Assistance for Hurricane Evacuees**

Jackson –Commissioner of Insurance George Dale announced today that help is available for evacuees of Hurricane Katrina who have relocated or taken shelter in other states. Many consumers from Louisiana, Mississippi, and Alabama have relocated in the wake of Hurricane Katrina. While it is uncertain when they will be able to return to their homes, those leaving affected areas may have questions about their insurance, but do not know where to turn for help. To assist those evacuees Commissioner Dale has contacted the National Association of Insurance Commissioners (NAIC) and several surrounding states and they have offered toll-free Consumer Help Lines to assist consumers with questions regarding their insurance. The website for the NAIC is [www.naic.org](http://www.naic.org).

Consumers are encouraged to contact their insurance carrier for assistance with questions about claims or their policies.

### **State Government Insurance Help Lines**

Texas Department of Insurance Consumer Help Line  
800-252-3439

Alabama Department of Insurance Consumer Help Line  
800-433-3966  
334-241-4141 (outside Alabama)

Arkansas Department of Insurance Consumer Help Line  
800-852-5494  
501-371-2640

Tennessee Department of Insurance Consumer Help Line  
800-342-4029  
615-741-2241

**-more-**

## **STATES ASSISTANCE ADD ONE**

### **Immediate Disaster Assistance from the American Red Cross**

If you have immediate emergency needs for food, clothing, shelter, or medical care contact one of the local offices of the American Red Cross. You can visit a local office or call their toll-free number at **1-866-438-4636**.

### **Federal Government Help Line**

Federal Emergency Management Agency (FEMA)

You may qualify for assistance from the federal government. You can apply by calling **800-621-FEMA (800-621-3362)**. The information you will need includes:

- The street address of your damaged property
- Your current mailing address and a telephone number where you can be reached in the event you have been forced to relocate
- Your Social Security Number
- Your household's approximate gross income at the time of the flood or, if you are reporting business damages, the gross income of the business
- Information on the type of insurance coverage you have, particularly flood insurance

### **Insurance Company Toll-Free Catastrophe Hot Lines**

If you have homeowners, automobile, flood, renters, or other insurance, please contact your insurance company to file your claims. The Catastrophe Hot Lines are listed below. Additional numbers can be found at <http://www2.iii.org/media/updates/press.743044/> or at the Mississippi Insurance Department website at [www.doi.state.ms.us](http://www.doi.state.ms.us).

- ACE USA Clients receive individual 800 numbers or call 800 433-0385 (ACE USA/INAMAR Marine claims); 800 234-7354 (Disaster Mortgage Protection claims)
- Acuity 800-242-7666
- Alfa Insurance Group 888-964-2532
- Alabama Municipal Insurance Corporation 866-239-AMIC (866-2239-2642)
- Allmerica 800-628-0250
- Allstate 800-54-STORM (800-547-8676)
- Allstate Floridian Insurance Company 800-54-STORM (800-547-8676)
- American Bankers Insurance Company 800-245-1505
- American Federation Insurance Company 800-527-3907
- American General Property Insurance Company of Florida 800-321-2452
- American International Group 800-433-8880 (auto & home)
- American National Property & Casualty Company & Affiliates 800-333-2861
- American Reliable Insurance Company 800-245-1505
- American Skyline Insurance Company 888-298-5224
- American States Insurance Company 888-557-5010

**STATES ASSISTANCE  
ADD TWO**

- American Strategic Insurance 866-ASI-LOSS (274-5677)
- American Superior Insurance 954-577-2202
- Arch Insurance 800-817-3252
- Argus Fire & Casualty Company 954-331-4722
- Armed Forces Insurance Exchange 800-828-7736
- Atlantic Mutual Insurance Company 800-945-7461
- Atlantic Preferred Insurance Company 800-673-4952
- Auto Owners Insurance Group (Palm City) 800-783-1269
- Auto Owners Insurance Group (Ft. Meyers) 800-437-2256
- AXA Re Property and Casualty 800-216-3711
- Balboa Insurance Group – 1-888-768-2096
- Bankers Insurance Company 800-765-9700
- Bankers Security Insurance Company 800-765-9700
- Bituminous 800-822-2905 (Florida); 800-678-3104 (National)
- Bristol West Insurance Group 800-BRISTOL
- Capital Preferred 800-734-4749 or 888-388-2742
- Catawba Insurance 800-711-9386
- Century Surety Insurance Company 800-850-0422
- CHUBB Insurance Group 800-252-4670 (800-CLAIMS-0)
- Church Mutual Insurance 800-554-2642
- Citizens Property Insurance Corp. 866-411-2742 (866-411-CPIC)
- Cincinnati Insurance Company (call your local agent first and then 1-877-242-2544)
- Clarendon National Insurance Company 800-216-3711
- Clarendon Select Insurance Company 800-509-1592
- CNA 877-733-4250
- Colony Insurance Company 800-577-6614 ext. 1715
- Companion Property & Casualty 800-649-2948
- Cotton States Mutual Group 800-282-6536
- CUNA Mutual 800-637-2676
- Cypress 888-352-9773
- EMC Insurance Companies 800-910-4988
- Encompass Insurance Company 800-588-7400
- Erie Insurance Group 800-367-3743
- Farmers 800-435-7764
- FCCI (first report of injury) 800-226-3224
- Federated National Insurance Company 800-420-7075
- Fidelity & Casualty Insurance Company 800-725-9472
- Fidelity National Insurance Company 800-220-1351
- Fidelity National Property and Casualty Insurance Company 800-725-9472
- Fireman's Fund 888-347-3428 (888-FIREHAT)
- First Floridian 800-252-4633 (800-CLAIM33)
- First Premium Insurance Group (Lloyd's Mobile Home) 800-432-3072
- First Protective Insurance Company 877-744-5224
- First Trenton 800-468-7341
- Florida Family Insurance Company 888-486-4663 or 888-850-4663
- Florida Farm Bureau Insurance Companies 800-330-3327
- Florida Select 888-700-0101
- Florida Preferred Property Insurance Company 800-673-4952

**STATES ASSISTANCE  
ADD THREE**

- FM Global 877-639-5677 (877-NEWLOSS)
- Foremost Insurance Company 800-527-3907
- GE Employers Re 866-413-8978
- GEICO 800-841-3000
- General Star Indemnity Company 800-624-5237
- General Star National Insurance Company 800-624-5237
- Georgia Casualty & Surety 800-279-8279 (claim reporting); 866-458-7506 (claim dept.)
- Georgia Farm Bureau 866-842-32276
- GMAC Insurance (Auto Claims) 800-468-3466
- Granada Insurance Company 800-392-9966
- Guide One 888-748-4326
- Hanover Insurance (Allmerica) 800-628-0250
- Harbor Insurance Company - 800 216-3711
- The Hartford - 800-243-5860
- Hartford Insurance Company of the Midwest 800-637-5410 or 800-243-5860
- Hartford Steam 800-HSB-LOSS
- Holyoke Mutual - 800-225-2533
- ICAT 866-789-4228
- Industrial Risk Insurers - 860-520-7347 (Business claims)
- Interstate Fire & Casualty 800-456-8458, Ext. 770
- Liberty Mutual - 800-2CLAIMS (800-225-2467)
- Liberty Mutual Fire Insurance Company 800-637-0757 (in state); 800-633-1833 (24 hour)
- Louisiana Farm Bureau 866-275-7322
- Main Street America Group 877-282-3844
- Mercury Insurance Group 800-987-6000
- Merrit Plan Insurance Group – 1-888-768-2096
- MetLife Auto & Home 800-854-6011
- Mississippi Farm Bureau 866-275-7322
- Mississippi Rural Risk Underwriting Association - (601)-981-2915
- Mississippi Windstorm Underwriters Association – 601-981-2915
- National Flood Insurance Program (NFIP) - 1-800-427-4661
- National Insurance Company 800-239-2121
- Nationwide 800-421-3535
- North Pointe Insurance Company 877-878-1991
- Ohio Casualty and West American Insurance Company 888-701-8727
- Old Dominion Insurance Company 877-425-2467 or 800-606-7992
- Omaha Property & Casualty 800-638-2592 (Flood only)
- Omega Insurance Company 800 216-3711
- OneBeacon 877-248-3455
- Poe Financial Group 800-673-4952
- Progressive Auto Insurance 800-PROGRESSIVE (766-4737)
- QualSure Insurance Corp. 877-563-0150
- Regency (Tower Hill) 800-216-3711
- Republic Fire & Casualty (Homeowners, Dwelling Fire, Auto & Commercial) 800-451-0286
- Republic Group (Republic Fire & Casualty, Republic Underwriters Southern Ins Co, Southern Underwriters Ins) 800-451-0286
- Republic Underwriters (Commercial) 800-451-0286
- RLI Insurance Company 800-444-0406
- Royal & Sun Alliance 800-847-6925

**STATES ASSISTANCE  
ADD FOUR**

- SAFECO 800-332-3226
- Scottsdale Insurance Company 800-423-7675
- Security National Insurance Company 800-Bristol
- Selective 866-455-9969
- Service Insurance Company 800-780-8423
- Shelter Insurance Group 800-SHELTER (800-743-5837)
- Sompo Japan 800-444-6870
- Southern Family Insurance Company 800-673-4952
- Southern Farm Bureau 1-866-271-7322
- Southern Fidelity 866-874-7342
- Southern Insurance Company (Commercial) 800-451-0286
- Southern Underwriters (Commercial) 800-451-0286
- Southwest Business Corp. (Lloyd's Excess Flood) 800-527-0066 Ex. 7389
- St. Johns Insurance Company 800-748-2030
- St. Paul Insurance Companies 800-CLAIM 33 (800-252-4633) -Auto and Home Claims; 800-STPAUL (800-787-2851) - Business Claims
- St. Paul Travelers 800-CLAIM33 (800-252-4633) - Auto and Home Claims; 800-787-2851 - Business Claims; 800-356-6663 -Flood Claims
- State Farm Insurance 800-SF-CLAIM (800-732-5246)
- Sunshine State Insurance Company 877-329-8795
- TAPCO 888-437-0373
- Texas Farm Bureau 800-772-6535
- Tower Hill Insurance Companies 800-216-3711 or 800-509-1592
- Travelers 800-252-4633 (800-CLAIM 33) – Personal Claims; 800-238-6225 - Business Claims; 800-356-6663 (Flood claims)
- Travelers Boat & Yacht 800-772-4482
- Travelers WC (first report of injury) 800-238-6225
- United Fire Insurance Company 800-343-9131
- United Property and Casualty Company 800-861-4370
- Universal Insurance Company 888-846-7647
- USAA 800-531-8222
- USF&G 800-787-2851; 800-631-6478 (homeowners claim); 407-660-9000 (customer service)
- USLI 800-523-5545
- Vanguard Fire & Casualty Company 888-343-5585
- W.R. Berkley Corp. 203-629-2000
- XL Insurance 214-559-1574
- Zenith (first report of injury) 800-440-5020
- Zurich Insurance Company 800-987-3373

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