



## **IUL Hurricane Claims Assistance Program**

### **Filing a Personal Claim**

**FIRST NOTICE OF LOSS** is the initial notification to your Carrier of your LOSS. Filing directly with your Carrier will expedite your claims process as the Carrier will assign you a Claim Number and an Adjuster.

1. If you have the name of your Carrier, please find the Carrier's Claims Department contact number or claims reporting website on the link below. Have your policy number available.
  - List of Company Claims Numbers (scroll down for a list of Carriers).
2. If you do not know or need your carrier's name and policy number, please call the following:
  - IUL Personal Claims Number- **(504) 620-1763**
  - Once you have identified your carrier and policy number, call the Carrier to file your claim.
3. If you need to contact your IUL Associate, please find the IUL Personal Lines Directory below.
  - Also, you can call **(888) 899-7092** and follow the prompts:
    - Dial your IUL Associate's extension (see extension list below)
    - .
    - Or Press \* and dial the first three letters of your IUL Associate's last name.

Once your claim has been filed and a claim number and adjuster have been assigned, IUL will provide assistance in co-managing your claim.

### **Additional Resources/Links:**

- Louisiana Department of Insurance:
  - [Home \(la.gov\)](#)
  - [Filing a claim after a storm](#)
  - [final-catastrophe-claims-process-disclosure-guide-updated-12-22-22-\(1\).pdf](#)
  - [| Flood Preparation and What to Do After a Flood \(floodsmart.gov\)](#)

<b>IUL Personal Lines Account Managers</b>	<b>IUL Direct Line</b>	<b>IUL Main Line 504 883-2500 Extension</b>	<b>Email</b>
Dana Rouselle	504 249-7476	305	<a href="mailto:drousselle@iulins.com">drousselle@iulins.com</a>
Juana Descant	504 249-7040	802	<a href="mailto:jdesant@iulins.com">jdesant@iulins.com</a>
Lynn Lofton	504 534-3828	500	<a href="mailto:llofton@iulins.com">llofton@iulins.com</a>
Rachel Rhodes	504 620-1792	125	<a href="mailto:rrhodes@iulins.com">rrhodes@iulins.com</a>
Rachelle Racca	504 602-1771	508	<a href="mailto:rracca@iulins.com">rracca@iulins.com</a>

<b>Producers</b>	<b>Direct Line</b>	<b>IUL Main Line 504 883-2500 Extension</b>	<b>Email</b>
Bob Richard	504 620-1809	130	<a href="mailto:brichard@iulins.com">brichard@iulins.com</a>
Bobby Palmer	504 620-1808	307	<a href="mailto:bpalmer@iulins.com">bpalmer@iulins.com</a>
Chad Kropp	504 620-1805	313	<a href="mailto:ckropp@iulins.com">ckropp@iulins.com</a>
Chip Brockhaus	504 620-1804	806	<a href="mailto:cbrockhaus@iulins.com">cbrockhaus@iulins.com</a>
Ed Schlesinger	504 620-1801	140	<a href="mailto:eschlesinger@iulins.com">eschlesinger@iulins.com</a>
Floyd Curry	337 519-6033		<a href="mailto:fcurry@iulins.com">fcurry@iulins.com</a>
James Richardson	504 620-1799	804	<a href="mailto:jrichardson@iulins.com">jrichardson@iulins.com</a>
Jeffrey Kropp	504 620-1796	314	<a href="mailto:jkropp@iulins.com">jkropp@iulins.com</a>
Jill Tucker	504 620-1802	166	<a href="mailto:jtucker@iulins.com">jtucker@iulins.com</a>
Jonathan Landry	504 620-1795	202	<a href="mailto:jlandry@iulins.com">jlandry@iulins.com</a>
Paul Geraci	504 619-8936	182	<a href="mailto:pgeraci@iulins.com">pgeraci@iulins.com</a>
Robbie Richard	504 620-1791	132	<a href="mailto:rrichard@iulins.com">rrichard@iulins.com</a>
Trey Simon	504 249-7044	310	<a href="mailto:tsimon@iulins.com">tsimon@iulins.com</a>

## Personal Lines Companies

Company	Customer Service #	Claims #	Claims Email or Website
Amwins	800-856-0191	800-856-0191	
American Bankers Flood	800-423-4403	800-423-4403 -Option 3	<a href="mailto:ReportFloodClaim@assurant.com">ReportFloodClaim@assurant.com</a>
ASI	866-274-8765	866-274-5677	
ASI Flood	866-511-0793	866-511-0793	
Assurant	800-423-4403	800-423-4403 -Option 3	<a href="mailto:ReportFloodClaim@assurant.com">ReportFloodClaim@assurant.com</a>
Bass Undws.	888-540-5935		<a href="mailto:Claims@bassuw.com">Claims@bassuw.com</a>
Cajun Undws.	855-252-4615	855-252-4615	
Centauri (Homeowners)	877-234-4401	877-234-4401	
Centauri (Flood)*	877-234-4401	888-481-1141	
Chubb	800-248-2275	800-252-4670	<a href="https://www.prclaims.chubb.com">https://www.prclaims.chubb.com</a>
Encompass	800-262-9262	800-588-7400	
Foremost*	800-255-0332	800-854-6011	
Gulf States	888-277-0575	888-277-0575	
Gulf States Flood	877-254-6819	877-254-6819	<a href="mailto:Claims@orchidinsurance.com">Claims@orchidinsurance.com</a>
Hanover	800-922-8427	800-628-0250	
Hull & Company	504-830-4588	866-823-6499	<a href="mailto:Claimsnoia@hullco.com">Claimsnoia@hullco.com</a>
LA Citizens	888-568-6455	888-568-6455 / option 3	
Lilypad*		866-924-5459	<a href="https://www.lilypadins.com">https://www.lilypadins.com</a>
Metlife (Foremost)	800-255-0332	800-854-6011	
NFIP	800-638-6220	800-767-4341	
National General	800-462-2123	800-325-1088	
Occidental (SageSure)	877-304-4785 / option 3	800-780-8423	
Occidental Flood	800-637-3846	800-759-8656	
Ocean Harbor	888-412-6430	888-412-6430	
Orchid (contact carrier first)	866-370-6505 x609	866-370-6505 x606	
Progressive	877-776-2436	800-274-4499	
Pure	888-813-7873	888-813-7873	
Safepoint	855-252-4615	855-252-4615	
Safeco	877-566-6001	800-332-3226	
SageSure	877-304-4785 / option 3	800-293-2532	
Selective Flood	877-348-0552	877-348-0552	
Spinnaker	888-221-7742	888-221-7742	
SWBC	800-527-0066	800-527-0066	
Swyfft	855-479-9338	877-799-3389	<a href="https://swyfft.com">https://swyfft.com</a>
Travelers	877-878-2468	800-252-4633	
Travelers Flood (American Bankers)	800-637-3846	800-759-8656	
US Assure	800-987-3373	800-987-3373	
Vault	844-368-2858	844-388-5677	
Wright Flood	800-820-3242	800-725-9472	