



## CLAIMS PROVIDER CONTACT INFORMATION

To obtain the most accurate claims reporting information, please refer to your policy. You should be able to locate a “What to do in the event of a claim” document within the first few pages of each policy that contains the contact information for reporting claims on the specific policy.

**NEED HELP?** CONTACT ORCHID AT 1-866-370-6505 (Option #1 then #2) OR EMAIL CLAIMS@ORCHIDINSURANCE.COM  
**CLAIMS MAY BE REPORTED 7 DAYS A WEEK, 24 HOURS A DAY DIRECTLY TO CARRIER**

### PROPRIETARY CARRIERS

Carrier	Policy Number Example	Phone	Email Contact
Accredited Specialty	2OUAXX04S1234567-00 or 2OUAXX05S0234567-00	877-270-2581	orchid@pibadjusters.com
BA*	BMSA12345-00   OUA100234567-00   BMSA-XX-0000000-01   CLLHOx (eff 7/23 prior use PIB)	877-291-3304	Orchidclaims@acmclaims.com
Canopus Personal*	OUA100234567-00 or CANP-XX-0000000-01	800-487-1263	claims@blairandco.net
Chaucer*	OUA100234567-00   CHIC-XX-0000000-00 (eff 4/22 prior use PIB)	770-392-1440	claims@bridgewatergroup.net
Chaucer Insurance Co.	OUA100234567-00 or CHIC-XX-0000000-01	770-392-1440	claims@bridgewatergroup.net
Chubb European	OUA100234567-00   CHUE-XX-0000000-01   CAGHOx (eff 7/23 prior use PIB)	877-291-3304	Orchidclaims@acmclaims.com
Hiscox Flood*	OUA100234567-00	866-641-7911	uslondonhub@us.crawford.com
Kiln Flood*	KLN123400 or OUA100234567-00	800-627-7601	propertyclaims@preciseadjustments.com
Northeast*	OUA100234567-00 or CALHOx or LLNE-XX-0000000-01	877-270-2581	Orchid@pibadjusters.com
Preferred*	LP12345/OUA100234567-00 or PREF-XX-0000000-01	877-270-2581	orchid@pibadjusters.com
RenaissanceRe*	OUA100234567-00 or RENR-XX-0000000-01 (eff 6/22 prior use PIB)	770-392-1440	claims@bridgewatergroup.net
QBE	QSN12345-00   OUA100234567-00   QOUS-XX-0000000-01   CAAHOx	844-723-2524	orchid-claims@us.qbe.com

### NON-PROPRIETARY CARRIERS

Carrier	Policy Number Example	Phone Number	Email Contact
Beazley*	W2000023PNYH	800-994-9719	central@synergyadjusting.com
Brit*	LBTxxxxx/LBTAGxxxxx/AGxxxxx	888-601-3200	claims@vanguardclaims.com
Lexington Insurance	12345678-00	800-931-9546	Lexingtonhomeownerproperty@aig.com
QBE-MarketScout	1034Lxxxxx	N/A	faclaims@marketscout.com FNOL must come from agent

\*Lloyd's of London Risks

## HIGH NET WORTH CARRIERS

Carrier	Policy Number Example	Phone Number	Email Contact
AIG	PCG0001234567	888-760-9195	pcg-claimsfnol@aig.com
Andover	HP1234567 or FP1234567	978-548-3797	claims@andovercos.com
Chubb Personal Risk	1234567890   2681234567   668123456	800-252-4670	cscfnol@chubb.com
National General Ins	2001234567-00	877-895-8507	claims@ngic.com
Openly	BQ01-AAAAAAA	1-888-808-4842	fnol.openly.com/file-a-claim
SkiSafe	S1234567	800-225-6560	Login at skisafe.com
Vault Insurance	AA123456789-00	844-388-5677	claimsfnol@vault.insurance
TRUE	FLO12345678900	833-414-8783	claims@trueins.com

## DIGITAL PARTNERSHIPS

Carrier	Policy Number Example	Phone Number	Email Contact
Dual Flood*	DNAPF12345/DNAXF12345	877-978-9544	Please refer to Policy
Dual Wind Buyback*	DDB12345678	407-880-1100	dual@pibadjusters.com
Jewlers Mutual	24-xxxxxx	833-419-0125	orchid@jminsure.com
Neptune Flood	AAA1234567	727-202-4815	support@neptuneflood.com
QBE Torrent Flood	N/A	888-598-0441	claims@Torrentcorp.com
Tower Hill	Y123456789	800-342-3407	claims@thig.com
USLI	XXX1234567	888-275-5231	Newlosses@usli.com

## COMMERCIAL CARRIERS

Carrier	Policy Number Example	Phone Number	Email Contact
Canopus Commercial	OUA30001000-00	877-270-2581	orchid@pibadjusters.com
GuideOne-Commercial	OUA30001000-00	877-228-2788	programclaims@guideone.com
QBE Commercial	OUA300234567-00	844-723-2524	orchid-claims@us.qbe.com

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