

How to Report a Claim

At Philadelphia Insurance Companies, reporting a claim is as easy as 1-2-3. Just follow these instructions and we will expedite your claim as quickly and in as friendly of a manner as possible.

STEP 1 - Get the Facts

When reporting a notice of loss, please provide as much detail as is available. This should include, but not be limited to the insured's name, contact name, policy number, date of loss, location of loss, cause of loss, your policy or reference number, the initial steps taken to mitigate the loss, the types of damage, and estimated amount of loss.

STEP 2 - Report

Available Online: [Report a PHLIY Claim](#)

To Report a Surety Claim: [Please click here](#)

Philadelphia Insurance Companies

Attention: Claims Department

One Bala Plaza, Suite 100

Bala Cynwyd, PA 19004-0950

1.800.765.9749 (phone)

1.800.685.9238 (fax)

claimsreport@phly.com

The Catastrophe Call Center

1.800.765.9749 #3

The Catastrophe Call Center is now operational. Customers reporting catastrophic losses will be automatically routed to the call center 24/7 by pressing '3' when calling our claims number (800.765.9749). We are ready to service your initial claim report and damage inspection needs.

Restoration/Reconstruction Contractors

PHLY has a comprehensive list of regional and national Emergency Mitigation Service contractors for your reference when water damage and associated repairs are required. These contractors have worked with PHLIY in the past and also come recommended by our policyholders.

It is not mandatory that PHLIY policyholders choose a vendor from this list. We recommend these contractors to provide superior service and work that is performed properly, with a sense of urgency. [Go here](#) to view the list.

AUTO GLASS CLAIM REPORTING - HSG

HSG is Philadelphia Insurance Companies nationwide provider for auto glass claim reporting and processing.

When chips happen, save the hassle.

Don't let a broken windshield ruin your day. Virtually all small chips or surface cracks can be restored to a like new condition. Your deductible is waived for these repairs!

If needed, replacement glass is quickly and professionally installed! Keep this number as a handy reference for all auto glass repair and replacement.

Call 1.877.443.9893

FUEL SPILL OR POLLUTION RELEASE REPORTING

The Spill Center is Philadelphia Insurance Companies nationwide provider for fuel spills and pollution release claims.

To report a fuel spill or pollution release claim, contact our nationwide provider the Spill Center at 877.683.2159 or phly@spillcenter.com.

STEP 3 - Follow-up

The claims customer service department will immediately process your first notice of loss report. You will receive verbal confirmation of our receipt of notice and will be contacted by your servicing representative within one business day.