

Filing A Claim with ACT || The Checklist

Before filing a claim, make sure you're prepared by checking the boxes below. Doing so will help the claims process run more smoothly.

Wait! Some claims will not be covered if:

- There is no police report for claims of theft
- You do not have sufficient evidence for an incident
- You're trying to replace an item that has gradual wear, tear, or deterioration
- Your policy does not cover the type of incident you're reporting
- You withhold information from the claims adjuster

Claims Checklist

- Your policy information: Name, phone number, email address, policy number, certificate number, start date, etc.
- Date, location, and time of the loss/damage/theft
- Name, address, and contact info of the person making a claim against you
- List of any Additional Insureds
- A detailed description of the incident
- A complete police report (for claims of theft or intentional damage) including the name of the officer and police department*
- The exact or estimated dollar amount of the stolen or damaged item

It is your **responsibility to contact the police and file a police report yourself. ACT Insurance cannot file a police report on your behalf or contact the police to receive a report directly. Failure to report a theft to the police or provide a police report to the claims adjuster can result in the denial of a claim.*

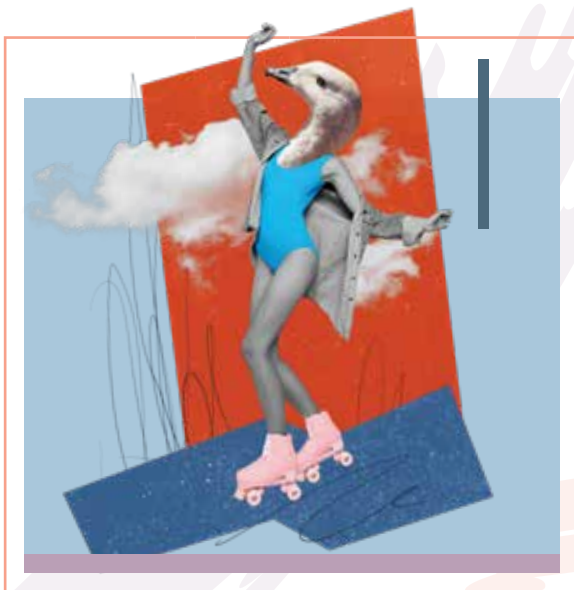


Filing A Claim with ACT || Continued

Review the claims process

1. Log in to your online user account
2. Locate the "Manage Policies" section
3. Click "File a Claim"
4. Fill out the form and submit
5. Receive a confirmation receipt from ACT
6. Hear from a Great American claims adjuster

ACT will send a confirmation receipt within 1-2 business days. Your claims adjuster will be in touch within 1-2 business days after confirmation.



For more details about the claims process, contact ACT or visit <https://www.actinsurance.com/file-a-claim>



Need to get in touch?

Our team is ready to answer your questions:

ACT: 844.520.6991
info@actinsurance.com

Need to reach Great American?

Great American: 513.412.8435
GARSClaims@gaig.com

Pro Tip: Check your Junk or Spam folders to make sure messages

