

Property Claims Next Steps

Experiencing property damage as a result of a catastrophe or inclement weather can be overwhelming and stressful. PMA is here to help our property clients and offer these pro-active next steps to help you in the event of a property claim.

What to Do If You Incur Property Damage

In the event of an emergency involving a property claim, PMA provides immediate emergency response, with solutions that address your loss and assist in damage stabilization.

After a catastrophe, we suggest the following:

1. First, protect yourself, your employees, and your business.
2. PMA stands ready to help you 24/7. Report your loss immediately to PMA through:
 - On-line claims reporting
 - Our Customer Service Center at 1.888.476.2669
 - Your broker
3. Provide PMA with all possible ways to contact you.
4. Protect your property and business from any additional damages. Your policy with PMA may include a reimbursement provision, with specific limits, for reasonable and necessary temporary repair costs to protect your property and minimize the extent of lost income.
5. Photograph all damaged property, if possible, before beginning repairs.
6. Save all receipts.
7. Make an inventory of damaged property and contents.

What to Expect After Reporting Your Property Claim

After reporting your loss to PMA, you can expect:

- To hear from a PMA Claim Professional as soon as possible.
- Assistance from PMA in assessing your specific damages with support throughout the repair process.
- A full review of your coverages. Policies vary and are subject to the terms, conditions, provisions, and exclusions in the policy and endorsements you have with PMA.

For additional information, please contact your PMA Representative, or:

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