



Claims

Call Citizens First

Spotlight

Call Citizens First

Call Citizens First FAQs

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- ▶ Catastrophe Claims
- ▶ Sinkhole Claims
- ▶ After a Loss
- ▶ Insurance Fraud

Claims / Call Citizens First

Your safety is Citizens' first priority. If your home is damaged, make sure you and your family are safe and your property is secure. If your property is unsafe, do not try to enter your home.

Call Citizens First

As soon as you become aware of or suspect damage, call Citizens' toll-free claims hotline. The Claims hotline is available 24 hours a day, seven days a week. Real people, not a computer, will take your claim and start you on the road to recovery. With this information, Citizens can begin to assist you with your claim.

You can report a claim to Citizens even before you know the full extent of damage. There is no cost to report a claim. Citizens will work with you to make sure any covered damage is repaired quickly and correctly.

Claims Hotline – 866.411.2742

Have the following information available when you call:

- Your policy number
- Your contact information, including any temporary addresses or phone numbers
- Damage description (example: tree fell on roof, lightning struck house)
- Mortgage company information (if applicable)

Call even if you are missing some of this information. Citizens will be able to assist you.

Important policy contract changes affect payment for emergency measures and permanent repairs following a loss. All new and renewing HO-3, HO-6 and DP-3 policies are affected.

Learn what is changing.

General Information

- Brochure: Reporting a Claim in 4 Easy Steps
- Policy Changes at a Glance
- Policy Changes Emergency Repairs (En español)
- Policy Changes FAQs

Brochure included in every policy. Extra copies may be requested.

Double sided printing, available to agents upon request.

Policyholder Resources

- Call Citizens First Information Card (En español)
- Call Citizens First Magnet
- Policy Changes Reminder Postcard (En español)
- Policy Changes Renewal Letter
- Policyholder ID Card
- Report Fraud

Double sided printing, available to agents upon request.

Mailed monthly to affected policies according to effective date. Spanish cards available by request.

Sample ID card

Policyholder Declaration of Rights

Citizens is committed to providing the best possible customer service to its policyholders. As part of that commitment, Citizens adheres to the following:

Policyholder Declaration of Rights