

We strive to exceed the expectations of our policyholders and agent partners by providing the best possible claims service. In addition to 24/7 claims reporting, local Special Investigation Units, our National Network of Heavy Equipment Appraisers and multi-lingual support, IAT Insurance Group (IAT) is fueled by a team of 200+ customer service - focused, specialized and licensed Claims personnel. Our teams average 10 to 30 years of experience and are located in nine IAT office and various remote locations. In addition to having claims handling licenses, our team includes lawyers, retired military, aviation experts, fire investigators, former law enforcement, certified paralegals and more.

“ I produce film and television, and am also a journalist with ABC News, “20/20,” and “Good Morning America.” **Your employee Angela C. went more than the extra mile to understand our needs.** Thanks to the professionalism of Angela and willingness to do the right thing we hung in for a resolution. I have not experienced such dedication with any other person like Angela. **Thank you for having someone in your corner that is exceptional.** ”

- Larry G., a Claimant

“ An insured in Tulsa, Oklahoma suffered heavy damage to one of its buildings following a tornado. **Claims Specialist, John W., through his superior skills, kept the insured informed in the claim during this trying time for the dealership.** The insured recently told me how pleased they are with John’s communication with them and that they have a positive outlook for how the claim will be resolved. ”

- Scott S., Sr. Loss Control Representative

“ **I wanted to take a moment to send a heartfelt thank you to our Claims Representative, Rebecca S.** From the moment she called our number to let us know who she was, to the day the case was settled, we knew we were in the right hands. It was very scary to have someone show up at our door to serve us papers, not to mention very confusing.

Every month I write a check for our insurance - and to be honest, I usually groan every time I write it, but it was so amazing to see what really happened when you have to rely on that insurance. I know we have insurance and I know we have coverage, but **it was so impressive to watch how an insurance company looks out for not only themselves, but for us - the consumer - as well.**

This case brought many sleepless nights and much confusion to our lives, but every time I was able to speak with Rebecca she had a way of making us feel that she had everything under control. She was doing everything we write that check for. It was such an honor to meet her and it was so impressive to meet the team of attorneys she put into place for us. My husband and I have never felt so protected. I don’t think I will ever complain again about writing a check for the kind of protection she let us know we always had. **We cannot say enough about her and what she did for us, not only for our company but for our family as well. We will forever consider her our friend.** ”

- Kim T., an IAT Policyholder

“ I want to communicate my sincerest appreciation and gratitude to Victoria P.; **she has been handling my accident in an extremely professional and yet personal, friendly manner.** Victoria took time to talk to me and made me feel comfortable. (That was worth gold). She fully explained what I could expect to occur with the appraiser and allowed me to better understand the scope of the procedure. Your company is indeed fortunate to have Victoria. **It is employees like her that allow companies and businesses to thrive and be admired.** ”

- Barbara S., an IAT Policyholder

The property department received a large homeowners claim. An insured reported that a fire had engulfed his home and was actually still in progress at the time of the report. Due to the nature and severity of the loss, Senior Claims Specialist, Nicole P. was assigned to handle the claim. In the midst of the fire, Nicole contacted the insured to begin the claim process. The insured expressed their gratitude for Nicole’s efforts and said,

“ She told me, ‘**I know you are overwhelmed right now, and I want you to know that I will be here to help you through this claim every step of the way.**’ How comforting that was to hear. As I look back five months later, she did just that and we are forever grateful. ”

The insured described Nicole,

“ She is very positive and upbeat and kept us focused on the future. **She was extremely responsive. She gave us hope, when we had nothing left.** She was fair, firm and friendly. ”

- An IAT/SageSure Policyholder

“ We would like to thank you for all your help during our ordeal. You and your company were outstanding in handling the situation and picking the right firm to represent us in the case. I will and have recommended your company to all my contacts for their business insurance needs. ”

- Mark A., an IAT Policyholder

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CLAIMS CONTACT INFORMATION

To report a claim or check the status of a claim, call:
866-576-7971

To report a claim online, visit:
www.iatinsurance.com/claims



Need to email an Acord form?
new.loss@iatinsurance.com

PO Box 17449 | Raleigh, NC | 27619-7449

LEARN MORE AT
www.iatinsurance.com/claims