



Clermont Specialty Managers Catastrophe “Disaster Preparedness” Alert

When the forecast is predicting severe weather activity, we like to take the opportunity to remind you Clermont Specialty Managers has a Disaster Recovery and Preparedness Plan to maintain our business operations and meet the needs of our customers.

The insurance industry defines a catastrophe as “an event that causes \$25 million or more in direct insured losses to property”. ISO and the Property Claims Services offices designate Catastrophe Codes for insurers once a catastrophe event has been designated.

In the event of a severe weather event such as a Tropical storm or Hurricane, the Claims staff at Clermont Specialty Managers is poised and ready to help you and your clients manage any potential claims that may arise. Please note we have taken steps to secure and mobilize additional field services resources to respond to claims as quickly as possible.

- 24/7 Claims Reporting
- CAT Adjusters deployed in advance of a storm to speed response time to loss location

To provide the best possible service as quickly and efficiently as possible, we ask that you please do the following:

- If you need to report a new claim during our normal business hours of 8:00 a.m. to 4:30 p.m. EST, please do so via email at: firstreports@clermonthid.com
- If you have an emergency claim to report *after our normal business hours*, please note we also have our customer service representatives available for reporting claims. The toll-free number for reporting catastrophe claims is:

Call Center: (866) 338 – 3098

The Clermont Website is also a resource for additional information in advance of and during a catastrophic event. www.clermonthid.com

- To serve the needs of our clients as quickly as possible in a catastrophic event, the Claims Team has partnered with additional field resources in advance of a storm. To avoid a delay in assigning a loss to a field adjuster, please report all losses to CSM as quickly as possible to aid field assignments and coordinate on-site appointments with insureds. This will also allow the Claims Team to track assignments for brokers to update records and maximize our field investigation service to our clients.
- Our dedicated Claims Staff is available to serve the needs of our customers. Please don't hesitate to contact our Team at the numbers below if you require immediate assistance:

Name	Title	Phone#	Direct Fax#	Cell#
Richard H. Starkie	Sr. VP-Claims	201-518-2568	866-334-6916	203-810-8619
Lydie Zahabian	Casualty Claims Manager	201-518-2520	866-337-5709	
Richard Mauro	Property Manager	201-518-2580	855-999-0745	914-589-0550
Jay Vigneaux	Property General Adjuster	201-518-2518	866-334-9953	
Sharon Hayes	Property Claims Examiner	201-518-2513	866-336-9595	
Robert Buchert	Assistant VP-Liability	201-518-2517	866-336-3393	
John Ferrentino	Sr. Casualty Examiner	201-518-2519	866-334-9956	
Eugene Frank	Sr. Casualty Examiner	201-518-2578	855-999-0737	
Lynn Escalona	Claims Assistant	201-518-2511	866-334-6915	
Rita Gadaleta	Claims Assistant	201-518-2577	866-334-9951	
Mercedes Perez	WC Supervisor	201-518-2512	866-335-1701	
Kristy Houston	Claims Assistant	201-518-2537	866-334-9951	

Here are some key links for you and your clients to help you prepare and monitor potential storm activity:

- <http://www.nhc.noaa.gov>
- <http://www.fema.gov/>
- <http://www.redcross.org/>

The Clermont Claims staff has an average of over 20 years of claims experience and is dedicated to providing you with “White Glove Service” to restore our insured’s to pre-loss condition as quickly as possible. Rest assured that your claims will be handled quickly, professionally and with the highest degree of service that you have come to expect from us and deserve!

We thank you in advance for your anticipated cooperation and for your business and continued faith in Clermont Specialty Managers.