



BRITT/PAULK

Insured and Agency Instructions for Commercial Auto Claims (Wholesale Distributor, Contract Hauler and Trucking Accounts)

Agency: Instructions for Claims Submissions

- Claims should be submitted directly to Britt/Paulk Insurance Agency, Inc. via email or fax:

Email address: claims@brittpaulk.com
Fax number: 770-836-8563

- For questions concerning claims call 770-214-7600 or 1-800-842-8917.
- Contact Britt/Paulk on the next business day after filing an emergency claim.
- Claims received are processed Monday through Friday from 8:00 am to 5:00 pm Eastern Time. Allow 24 to 48 hours for an adjuster to be assigned and to make contact.

Insured: Contact Your Retail Agent to submit your claim

If non business hour emergency claim:

- American Alternative Insurance Company Policies
 - Emergency claims occurring after hours (fatalities, severe bodily injury requiring ambulance service) contact and submit claim to Berkley Risk Administrators Company (BRAC--Third Party Administrator handling claims for Britt/Paulk Insurance) via phone or email:

Phone: 603-320-6989 or 1-800-832-013
Email address: pmcgranahan@berkleyrisk.com

Contact your Retail Agent

- AIG (International Insurance Group) Insurance Company Policies
 - Insurance Company of Pennsylvania
 - Illinois National Insurance Company

Normal Business Hours 877-399-6442
Non-Normal Business Hours 888-244-2736

Contact your Retail Agent

BRITT/PAULK Insurance Agency, Inc.

100 Glen Eagles Court | Carrollton, GA 30117 | Tel: 800-842-8917 | Fax: 770-836-8563

www.brittpaulk.com