



AARP PERSONAL CLAIMS SERVICE

What to Do in the Event of a Property Loss

To report a claim, call The Hartford Customer Care Team at 1-877-805-9918.

With any case of property damage, the first concern is safety. Once your family is out of harm's way and emergency responders have been contacted, it is important to report your claim to The Hartford as quickly as possible. The earlier we learn of your claim, the sooner we can resolve it, and the sooner you can get on with your life.

Call 1-877-805-9918 to Report a Claim

The Hartford Customer Care Team is standing by to handle your call 24 hours a day, seven days a week.

Dealing with the Damage

While each property claim is different, the following guidelines can help you deal with property damage. Remember that common sense safety always applies.

Online Shopping List. After a loss, our Contents Team speeds the process along. These "professional shoppers" use resources including the Internet to evaluate lost possessions, obtaining fair, accurate prices—quickly. And as an added service, they provide you with a website address where the items can be purchased at those prices.

No-Hassle Property Repair. The Contractor Connection network of general contractors is a great resource for homeowners whose homes have been damaged. Contractors in the network have agreed to respond to Hartford customers within one business day of our assigning a loss to a contractor, inspect the job within two business days of contacting our insured, work with our adjusters to evaluate the loss, and guarantee their workmanship for three years.

- Never enter a damaged home unless police or fire officials have declared it safe to do so.
- If possible, move your property to protect it from further damage. If you are unable to move large belongings, try to protect them from the elements using a tarp or plastic.
- Separate damaged from undamaged property.
- Do not dispose of damaged property, especially items such as appliances or pipes that might be the source of a fire or leak.
- Document your damages with photos or video as well as a list. It's also a good idea to document your belongings in this manner as a precautionary measure. You can find home inventory software on a number of websites.

Features and benefits subject to change.



Financial

Auto & Home Insurance Program from

