



How to Report a MOVER'S CHOICE Claim



Claim Reporting

Early claim reporting is essential to a better claim outcome. Please report a claim as soon as possible, even if some documents are not immediately available.

Report All Claims Directly to Gallagher Bassett (except Workers' Compensation claims):

- **Phone:** (833) 838-2290
- **Email:** MoversChoiceClaims@mvsc.com
- **Secure Online Portal:** Contact our office to gain access for this claim reporting platform <https://www.risxfacs.com>

Report Workers' Compensation Claims Directly to AmTrust:

- **Phone:** (855) 701-9017
- **Email:** AmTrustPHPClaims@AmTrustGroup.com
- **More Information:** <https://MoversChoiceIns.com/AmTrust-Claims-reporting/>



Urgent or Unusual Claim?

For a claim that is unusual or urgent (fatality, severe bodily injury or property damage involved in the loss), and needs immediate attention, please call or include the following MOVER'S CHOICE Claims Team members on your claims reporting submission so we can help manage expedited reporting and claims adjuster contact.

- **Claims Manager, Sandy Quiett:** SandraQ@MoversChoiceIns.com
- **Claims Specialist, Patricia Dake:** PatriciaD@MoversChoiceIns.com
- **Phone:** (800) 852-1968



Broker Access to Claims Platform

Brokers have exclusive access to the Gallagher Bassett Claims Platforms, giving visibility into Insureds' losses including Resolution Manager claim assignments, claims status, financials, file notes and next steps.



Required Claim Documents

Cargo Claims:

- A completed liability loss ACORD form for cargo claims from broker.
- A copy of the Customer's claim form.
- A copy of the Customer's BOL (Bill of Lading) or warehouse receipt (front and back).
- An inventory list, if taken.
- Any other communication or documentation that the Insured may have that needs to be shared at the onset of the claim.

Property Claims:

- A completed property loss ACORD from broker.
- Insured's point of contact with complete contact information, including email address.

General Liability Claims:

- A completed general liability loss ACORD from broker.
- Insured's point of contact with complete contact information, including email address.

Auto Claims:

- A completed auto loss ACORD from broker.
- A copy of the police report, if available.
- A copy of the BOL (Bill of Lading) if the Insured driver was out on dispatch to conduct a delivery.
- A copy of the Insured's vehicle registration or the lease/rental agreement.