

# Claims Alert

**SUBJECT: HURRICANE FLORENCE  
VEHICLE & MORTGAGE CLAIMS**

SEPTEMBER 13, 2018

As the effects of Hurricane Florence continue to unfold, all of us at Allied Solutions are here to provide service to all affected borrowers. Allied Solutions understands that your borrowers will be dealing with significant issues including the loss of their homes and their vehicles. It is our intent to provide you with a streamlined and supportive claim response to all losses associated with the damage from this event.

Allied Solutions has a dedicated claim catastrophe team (CAT) and CAT claim center with servicing hours from 8am to 7pm EST established to ensure the needed attention to these claims. We understand many of our clients will be working in temporary locations with limited computer and document access. We commit to processing each claim with minimal requests for necessary documents. We also understand that certain collateral is simply no longer in the possession of borrowers, or they were forced to abandon their autos, due to the power of the hurricane and ensuing flooding. We will accept this as proof of loss.

With regard to Real Estate Property losses, our carriers have catastrophe teams available to handle claims to covered properties once they become accessible. Due to the extent of the storm and the lack of capacity to accept non licensed adjusters to the area, we are asking our clients to actually file claims on all exposed real estate so we can dispatch adjusters to inspect property and write estimates for resulting damages. Please file these claims even if the damage status is unknown. This is the only manner in which we are able to inspect these properties.

Your Allied Lender Administrator/CDM is also distributing to their contact at your financial institution an insurance status list of potentially impacted collateral and affected borrowers. Should you also wish to see this report, please contact your Allied CDM or Lender Administrator who will be happy to assist in providing needed exposure data.

Also, should you become aware of a loss on a Lender placed /CPI-covered property or GAP waiver we have several ways to contact our dedicated Claims Team to report losses and to answer any inquiry questions you may have.

Please report claims through these specifically designed avenues set up to address the claim volume:

## **Vehicle Physical Damage Claims and GAP Claims**

1. Directly call 888-857-2012
2. Email our [Vehicle claim form](#) OR [GAP claim form](#) to [CATclaims@alliedsolutions.net](mailto:CATclaims@alliedsolutions.net)
3. Online via [CenterPoint](#)

Please put 'Florence Claim' in comments section of claim filing form on the portal for expedited servicing.

## **Mortgage / Real Estate Property Claims**

1. Directly call 888-857-2012
2. Email our [Mortgage claim form](#) to [CATclaims@alliedsolutions.net](mailto:CATclaims@alliedsolutions.net)

As part of our process we are encouraging clients to opt for electronic payment where possible. Please refer to the [ACH document](#) for instructions on how to apply for ACH claim payment and send to: [CATclaims@AlliedSolutions.net](mailto:CATclaims@AlliedSolutions.net) upon completion.

Thank you for putting your trust in us. We are here to deliver for you.



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