

# Claims Alert

## Subject: Tropical Storm Sally

SEPTEMBER 16, 2020

### **VEHICLE & MORTGAGE CLAIMS**

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As Tropical Storm Sally strikes, the team at Allied Solutions is 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 vehicles. It is our intent to provide you with a streamlined and supportive claim response to all losses associated with the damage from these events.

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

- Directly call 800-998-0641
- Email our [Vehicle claim form](#) OR [GAP claim form](#) to [CATclaims@alliedsolutions.net](mailto:CATclaims@alliedsolutions.net)
- Online via [CenterPoint](#)  
Please put 'Tropical Storm' in comments section of claim filing form on the portal for expedited servicing.

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

- Directly call 800-998-0641
- Email our [Mortgage claim form](#) to [CATclaims@alliedsolutions.net](mailto:CATclaims@alliedsolutions.net)

Allied Solutions has a dedicated claim catastrophe team (CAT) and CAT claim center with servicing hours from 7am to 6pm CST established to ensure the needed attention to these claims. 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 events. 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. Due to the extent of these events and the lack of capacity to accept non licensed adjusters to the area, we are asking our clients to file claims on all exposed real estate with CPI hazard or flood policies in force where damage related to these events could exist. This is the only manner in which we are able to inspect these properties.

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.

Your Allied Representative 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 Representative who will be happy to assist in providing necessary exposure data.

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



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