

Claims Reporting Guidelines

General Questions/Customer: **1-800-754-6919**

Reporting Your Loss:

- Contact us 24 hours a day, 7 days a week by fax or phone to MWUA & MRPIUA Claim Administrator, **Boulder Claims, LLC**:

Phone Number: **1-866-634-4465** (New claims reporting only!)

Fax Number: **1-877-786-7275**

Email: **MSFaxFNOL@BoulderClaims.com**

- Agent or Insured may report a loss.
- Report losses promptly.
- Report your loss only once.
- Please provide the following with the report of a loss:
 - Policy Number
 - Named Insured on the Policy
 - Date, Time and Location of the loss or damage
 - Description of the damage
 - All contact information for the Insured and/or their representatives
 - If multiple buildings, please specify which buildings are damaged with specific addresses.

In the event of a loss:

After a claim has been received, a claims representative will call to speak with you about the loss and arrange an inspection the damaged property. This list is intended to help you with the claims process.

- Look for potential safety risks. If the building is unstable, do not enter.
- Report downed power lines or gas leaks to authorities as soon as possible.
- Make emergency repairs to your building to mitigate your damages.
- Protect the personal property from further damage.
- Do not discard any item without first speaking with a claims representative.
- Keep an accurate record of any repair expenditures.
- Be prepared to provide copies of all documents (inventories, receipts, invoices, etc.) to the claims representative.
- Review your policy as some repairs may not be covered based on the policy provisions.