

Reporting a claim

Markel

Attn: Claims Service Center

4521 Highwoods Parkway • Glen Allen, VA 23060

800-362-7535 (24 hours, 7 days) Fax: 804-565-1970

Email: newclaims@markelcorp.com

1. Report all claims

Immediately report all claims to your agent or Markel Claims.

For after-hours **emergencies** such as death, serious bodily injury, or extreme property damage, immediately call Markel Claims at 800-362-7535 or Horse Mortality at 800-446-7925.

Report all claims involving theft, vandalism, or other crimes to the police when they occur. Obtain the police report number when possible.

2. Get the facts

Write down how and exactly where the accident happened, along with the time it occurred.

Get the names, addresses, and phone numbers of everyone involved (including passengers for auto-related claims).

Get all available insurance information from all drivers for auto-related claims. This includes insurance company, policy number, agent's name and phone, and driver's license number.

If possible, take pictures at the scene.

For serious property claims, take the necessary steps to preserve the damaged property and mitigate any further damages. Make temporary repairs when necessary and keep all receipts.

3. Copy and submit all correspondence

Copy all accident-related correspondence, and mail the originals to Markel. This includes reports, statements, bills, and letters.

Send all correspondence as soon as you receive it—don't let it accumulate. Reference your policy number and claim number on each document.

If you receive any type of legal papers, immediately call Markel Claims at 800-362-7535. If possible, fax the documents to us at 804-565-1970.

Correspondence related to [open claims](#) may also be submitted via e-mail to markelclaims@markelcorp.com.

NOTE: All new claims should be sent to newclaims@markelcorp.com.



Important contact information

Markel Claims email: newclaims@markelcorp.com

Markel Claims phone: 800-362-7535

Markel Claims fax: 804-565-1970

Insurance agent

Name: _____

Agency: _____

Daytime phone: _____

Evening phone: _____

Fax: _____

General liability coverage

Policy number: _____

Effective dates: ____/____/____ to ____/____/____

Property coverage

Policy number: _____

Effective dates: ____/____/____ to ____/____/____

Automobile coverage

Policy number: _____

Effective dates: ____/____/____ to ____/____/____

Special procedures

If you are served with a lawsuit, call Markel at 800-362-7535 and ask to speak with a claims manager/supervisor.

Camp customers: For general liability claims, please complete an accident/incident report using form #GL200, and mail the original to Markel.

Don't reveal information about your insurance coverage other than the names of the company and the agent to anyone.

Don't admit responsibility for the accident or injury. Try not to move vehicles from an accident scene until after police arrive.

Don't discuss the accident or injury with anyone other than your insurance agent or authorized representative, Markel associates, or law enforcement officials.

Don't give copies of documents to anyone other than Markel associates or authorized representatives.