

Reporting a claim

Markel Claims

P.O. Box 2009 • Glen Allen, VA 23058-2009

800-362-7535 (24 hours, 7 days) Fax: 855-662-7535

Email: newclaims@markelcorp.com

Step one: Report all claims.

- Immediately report all claims to your agent or to Markel Claims by calling 800-362-7535 or email newclaims@markelcorp.com.
- For emergencies such as death, serious bodily injury, or catastrophic property damage, immediately call Markel Claims.
- For after-hours Horse Mortality, call 800-446-7925.
- Report all claims involving theft, vandalism, or other crimes to the police. Get the police report when possible.

Step two: Get the facts.

- Print a Markel incident report form ahead of time from the Claims page at markelinsurance.com.
- Write down how, where, and the time the accident or injury occurred.
- Get the names, addresses, and phone numbers of everyone involved. If possible, take pictures at the scene.
- For serious property claims, take the necessary steps to preserve the damaged property and mitigate any further damage. Make temporary repairs when necessary, and keep all receipts.

Step three: Copy and submit all correspondence.

- Send all accident-related correspondence (reports, statements, bills, and letters) to Markel Claims via email: markelclaims@markelcorp.com, fax: (855) 662-7535, or regular mail: P.O. Box 2009, Glen Allen, VA 23060.
- Send all correspondence as soon as you receive it.
- Reference your policy number and claim number on each document.
- If you receive any type of legal papers, immediately call Markel Claims. If possible, fax the documents to us (855) 662-7535.
- Correspondence related to open claims may also be submitted via email 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: 855-662-7535

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.
- 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.