



HANDS-ON CLAIMS MANAGEMENT

"In December 2019, we had an incident where a vehicle ran through one of our buildings. We filed a claim with our property carrier, however, did not receive any payment on the claim other than office contents. I questioned the quote we had received from the adjuster, but had not gotten very far. So, we temporarily fixed the building the best we could. Once we switched to INSURICA as our broker, I asked them to take a look at our claim. They sent an adjuster and provided an estimate the next day. INSURICA then handled the appeal process with the carrier.

Within two days I received an e-mail stating we had been shorted and would be issued \$21,567.41 for the damages. **This is a great example of the customer service INSURICA provides.** They were not our broker at the time of the incident, and they did not have anything to gain by going after this claim for us. They took it on and I feel this is the best outcome we could have hoped for."



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Whatever you're looking to protect, we can help.

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