

# THE HARTFORD'S AUTO & PROPERTY CLAIMS EXPERIENCE

## Industry-Leading Auto & Property Claims

At The Hartford we've made exceptional claim service something you can count on. Our experienced claims professionals are specially trained by The Hartford's team of in-house gerontologists to meet the unique needs of people 50+.



### AWARD-WINNING CLAIMS EXPERIENCE

# 96%

**96% of Auto and Home insurance customers recommend** The Hartford based on their claims experience



Auto Insurance Claims –  
**Rated 4.8 stars out of 5**



Property Insurance Claims –  
**Rated 4.7 stars out of 5**



### AUTO CLAIMS SERVICES

**Auto Repair Network\*** [www.TheHartford.com/autorepairshops](http://www.TheHartford.com/autorepairshops)

1,500+ preferred auto repair shops with guaranteed workmanship on covered repairs as long as you own or lease your vehicle.

**Replacement Vehicle Service\*\*** [www.TheHartford.com/replacecar](http://www.TheHartford.com/replacecar)

Vast inventory of new and used vehicles to help you get back on the road quickly.

#### **Auto Glass Repair Network**

8,500+ repair shops with mobile service available in many areas.

#### **Emergency Roadside Assistance**

The Hartford's Rescue-1-800® emergency roadside assistance can help. As long as you have towing and labor coverage, there's no charge within limits.

#### **The Hartford's Mobile App**

We make it easy to report a claim, submit accident photos and details, and access other useful tools such as our auto repair shop network and auto ID cards. Download **The Hartford Auto & Home** app.





## PROPERTY CLAIMS SERVICES

### Temporary Housing

The Hartford works with temporary housing specialists who maintain nationwide networks of housing options and a commitment to prompt service in the event of a loss.

### Emergency Cleanup Service

If you have a covered fire, smoke or water claim, we can arrange for emergency cleanup services from professionals to help minimize any damage to your home.

### Home Inventory Assistance

Following a significant property loss, we may send a specialist to help you assess and inventory lost and damaged possessions using computer modeling software to make the process fast and simple.

### Reputable Contractors

Contractor Connection and First Choice Repair can point you to a reputable contractor who will back their workmanship with a guarantee.

### Catastrophe Response Team

The Hartford's dedicated Catastrophe Claims team is specially trained to assist whether it's severe weather, a wildfire, or some other disaster. Our catastrophe response vehicles are armed with a generator, charging stations, internet access and other necessities to help.



## FILE AND MANAGE YOUR CLAIMS EASILY

### Agent Claim Reporting

Use the Electronic Business Center (EBC) to file claims, view open claims, access claims adjuster contact info, download claim details, view payment confirmations, and run loss reports.

**[www.thehartford.com/ebc](http://www.thehartford.com/ebc)**

Phone: **1-800-553-1710** Fax: **1-866-861-2513**

*(Cover sheet required. Go to:  
<https://ebc.thehartford.com>)*

Email: **[agentfaxreporting.claim@thehartford.com](mailto:agentfaxreporting.claim@thehartford.com)**

### Customer Claim Reporting

Call The Hartford's Customer Care Team at **800-243-5860** or visit us online at **[www.TheHartford.com/claims](http://www.TheHartford.com/claims)**

Auto insurance customers can download **The Hartford's Mobile App** for access to auto ID cards, easy claim submission and more.

Based on customer experience reviews shared online at [thehartford.com](http://thehartford.com) as of April 2023.

\* Selected claims are excluded from this service, including very short claims and claims involving serious injuries.

\*\* Actual price set by dealer and prices vary by area. Guaranteed Savings not available in all states. See website for more details on customer savings.

The Hartford does not directly offer or provide repair services. All participants in the Auto Repair Shop Network are independently owned and operated. The Hartford's auto insurance claims services program features are not an insurance product, a contractual right nor a guaranty that can be found within the express terms of an insurance policy offered by The Hartford. The program features have no pecuniary value. All information and representations herein are as of April 2023. The Hartford® is The Hartford Financial Services Group, Inc. and its subsidiaries, including Hartford Fire Insurance Company. Its headquarters is in Hartford, CT.

