After the Storm

Tower Hill Insurance

If you have damage and need to report a claim…

Tower Hill Mobile app THIG.com/mobile

Visit THIG.com

Call 800.342.3407

Take photos or video of damage prior to cleanup.

Remove all water-soaked items that you can.

Make temporary repairs to prevent further damage.

Hire only licensed, reputable repair companies and be sure to keep receipts for all emergency repairs to provide to your claim adjuster. If you need assistance with post-storm emergency repairs such as boarding up broken windows or placing a tarp over roof damage, contact CastleCare at 844.TOWER.11.

Fair, Accurate & Timely

We're committed to handling your claim in a fair, accurate and timely manner. We leverage our strong partnerships with vendor networks and cutting-edge technology to help ensure that you'll receive the help needed as quickly as possible.

Claim Payments

Tower Hill offers **ClaimsPay®**, a digitized option for claim payments, through our partnership with One, Inc. When using ClaimsPay, most have the option to receive your payment digitally via the payment method you choose. Depending on the payment amount and claim type, electronic funds transfer (EFT) options include direct deposit (ACH bank transfer), push to debit, PayPal and Venmo.

Damage Assessment Options

Your Tower Hill claim adjuster may be able to resolve your claim without an on-site inspection. Depending on the severity of damage, we may instead rely on photos, repair estimates or virtual inspection reports that show the cause and damage extent. Your adjuster will be your primary contact throughout the claim process and will discuss the available damage assessment options with you. Your adjuster can also answer questions about policy coverages and deductibles.

24/7 Account Access

Using our secure mobile app (THIG.com/mobile) OR Customer Portal (THIG.com/Portal), you can ***quickly report or track the status of a claim***. If you already have a Customer Portal account, your login information is the same for our mobile app. Via either the mobile app or Customer Portal, you can also upload photos of damage and supporting documentation. Simply log in and select the claim or click the FILE A CLAIM button, then follow the steps to ***add photos and/or documentation to your claim. HEIC files are not supported. Supported image file types: JPG, PNG, or BMP.***

CLAIM STATUS

You can also check the status of your claim through our secure mobile app (THIG.com/mobile) OR Customer Portal (THIG.com/Portal). For quick reference, your claim adjuster's contact information will also be provided on your account.

VIRTUAL TOOLS

Through our partnership with industry vendors, contactless options are available for both interior and exterior damage assessments. To assist with creating an inventory of damaged personal contents, you can also access a virtual valuation tool using your mobile device.

CastleCare — 844.TOWER.11

Exclusively available for Tower Hill policyholders, CastleCare is a credentialed contractor network program for when repairs or rebuilding are necessary. CastleCare also provides emergency repair services, such as tarping roofs and boarding up windows to help prevent further damage. The program provides both convenience and quality assurance, with warranties provided for completed projects.

The CastleCare network includes only contractors who are licensed and insured. Business owners, managers and crew chiefs have passed stringent background checks to meet our strict standards. The program also features an issues escalation process to help resolve disputes with the contractor and assure customer satisfaction.

Generator Safety

If you're using a portable generator for power after the storm, please use caution and follow the instructions. Never use a generator in an enclosed area, because the engines emit carbon monoxide. Generators should only be used outside and away from doors, vents and open windows. *TIPS: Do not operate generators in wet conditions or near flames.*

Beware of Post-Storm Fraud — 866.265.6590

Unfortunately, contractor and roofer fraud is often prevalent after a storm. If you suspect insurance fraud, you can contact Tower Hill at **866.265.6590** or complete our online form at THIG.com/fraud.
Reporting can be anonymous.



PRICE GOUGING

After a storm, there is often price gouging for items in high demand, such as gas and bottled water. To report an issue in Florida, contact the Price Gouging Hotline at **866-966-7226** or visit MyFloridaLegal.com.

Peace of Mind

Tower Hill has been providing peace of mind to Florida's homeowners since 1972. We work hard to earn the confidence and trust that you place in us. We're here for you, not only during storm season but all year round. Our insurance policy is a contractual promise. When you experience damage to your home or property, the Tower Hill team is committed to providing you with the assistance you need, as quickly as possible. ***Please let us know how we can be of help.***

How to Submit Documents to Tower Hill

We offer several options for submitting photos or supporting documents to us: via the app, online, email or mail.
HEIC files are not supported. Supported image file types: JPG, PNG, or BMP.

APP	ONLINE	EMAIL	MAIL
THIG.com/mobile	**THIG.com/portal**	**claims@thig.com** (include claim number and last name in the subject line)	**Tower Hill Insurance PO Box 147018 Gainesville, FL 32614**

To speak with a Tower Hill Customer Service Representative, please contact us at 800.342.3407.

CLAIM NUMBER: _____

CLAIM ADJUSTER: _____

NOTES: _____

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