CastleCare

Tower Hill Insurance



To Protect Your Castle, Look to the Tower.

Available exclusively for Tower Hill members and policyholders, CastleCare is a credentialed contractor network program for when repairs or rebuilding are necessary.

Tower Hill Insurance members are supported throughout the repair process to assure proper workmanship. The program provides both convenience and quality assurance with warranties for completed projects.

Repair and Restore

If the project is related to a covered loss, CastleCare contractors work closely with the Tower Hill Claims adjuster to help determine the level of assistance needed.

Peace of Mind

The CastleCare network includes only credentialed contractors that are licensed and insured. Business owners, managers, and crew chiefs have passed stringent background checks to meet our strict standards.

CastleCare provides Tower Hill members with convenience, quality, and peace of mind when you need them most. This program also features an issues escalation process, to help resolve any disputes with the contractor and assure customer satisfaction.

24/7 CALL CENTER FOR EMERGENCY SERVICES

Water removal, tarp roof, board up broken windows, tree removal, etc.

WARRANTIES

5-year guarantee on workmanship and 1-year on materials

CUSTOMER CARE SERVICES

Provided to assist throughout the process

PARTICIPATING SERVICE PROVIDERS

Experienced and credentialed independent contractors

"...Now that it's fixed, it's like it was when I bought it. Thank you. Thank you, thank you from the bottom of my heart." —Judith M.

For more information, visit THIG.com/CastleCare

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