

ClaimRouteSM | Frequently Asked Questions

Q How do I create a ClaimRouteSM account?

Existing Alaska National and CopperPoint policyholders can request a link from their Agent or visit the Apple or Google Play store. If you are looking to become a policyholder, please [Find an Agent](#) in your local area to get started today.

Q How do I download ClaimRouteSM?

Within your device's app store search for Alaska National or ClaimRouteSM and tap download.

Q How do submit a claim?

In ClaimRouteSM click 'Submit Accident' and provide your accident information.

Q How do I know if the claim went through?

Upon submitting your accident photos, a confirmation screen will populate immediately that includes your claim submission confirmation number.

Q Can I check the status of a claim on the app?

Currently ClaimRouteSM only allows you to submit your claim.

Q Is the ClaimRouteSM available in other languages?

ClaimRouteSM is currently only available in English.

Q ClaimRouteSM is not working, how should I file my claim?

To submit a claim via the phone, call 866-799-2642.

To get assistance with a tow, call 800-972-8872.

To get assistance with a spill, call 800 579-2872.

Fleet Safety Management

Visit alaskanational.com/policyholder/fleet-safety to learn more about developing a fleet safety partnership with The CopperPoint Family of Companies.