

New Platform FAQs | Claims

Q1. What happens if I send my new claim through the old process by mistake?

A1. Everything will automatically be re-routed to CopperPoint.

Q2. How do I report a claim?

A2. **Online***: “Report a Claim” feature on copperpoint.com

- **Email**: reportclaim@copperpoint.com

- **Phone**: 800.356.4867 or 602.631.2888

- **Fax**: 602.631.2888

- **By mail**:

CopperPoint Insurance Companies
P.O. Box 33069
Phoenix, AZ 85067-3069

*Please send a request for registration to portaladmin@copperpoint.com if you need access.

Q3. Will I still be able to report my new claims on-line?

A3. If you would like access to on-line reporting, please send a request to portaladmin@copperpoint.com. Please include your company name, policy number and contact information including your full name.

Q4. Will I have the same claims adjuster?

A4. You will keep your current adjuster. There are no other changes to your service agreements.

Q5. How do I report a claim after the core business hours?

A5. You can either email at reportclaim@copperpoint.com or Fax to 602.631.2888.

Q6. Will my Client Relationship Manager/Risk Management Executive stay the same?

A6. You will keep your current Client Relationship Manager/Risk Management Executive.

FAQs are intended for informational purposes only and do not modify or invalidate any of the provisions, exclusions, terms or condition of any policy.