

After A Storm

Frequently Asked Questions



How Can I Locate **My Policy**?

You can locate your policy and any documents on our customer portal. To access the customer portal, you can click on the Policyholder Login link on our website. If you have any problems, you can contact our Customer Care team by calling [1-800-293-2532](tel:1-800-293-2532) and one of our team members will happily assist you.

How Do I **Report a Claim**?

We try to make the claims process as easy as possible. We know that the time you must file a claim is incredibly stressful, and we want to help. The two easiest ways are on our customer portal or by calling us at 1-800-293-2532. Both ways allow you to report a claim 24/7. You can also contact your agent and they can file a claim for you.

What Do I Do With **Damaged Items**?

Please do not discard any damaged property before speaking with your assigned claims examiner. To assist us in processing your claim smoothly, kindly snap photos of any damaged items and send them to our Claims team at claims@monarchnational.com. Remember to include your claim number and name in the email.

What If Mold **Starts To Grow**?

As a condition of your policy, it is necessary to prevent any further damage to the property. Therefore, only reasonable, and necessary temporary repairs should be made. Please ensure that you take pictures before and after any temporary repairs are made. You can send your repair photos to claims@monarchnational.com. Please remember to include your claim number and name in your email.

Can You Help Me With **Emergency Services**?

If you find yourself in need of emergency services, we are here to help! Please let us know when you report your claim. We can get in contact with a verified contractor who can provide emergency services like tree removal, roof tarping, or water removal.

**Please note the use of emergency services is subject to terms and conditions outlined in your policy including your deductible.*

