

REPORTING A CLAIM

Experiencing a loss is difficult.
Reporting a claim shouldn't be.

MacNeill Group

In the event of a loss:

- Visit our Claims Contact Sheet for access to updated claims contact information as well as links to report claims online.
- Visit **MOUS** for a list of your policies including company and claim phone numbers.
- For all policy inquiries, please call (800) 432-3072 ext. 2031.

[Claims Contact Sheet](#)

Capacity Insurance

In the event of a loss:

- The fastest, most efficient way to report a claim is to visit our website at capacityinsurance.com, click on the "File a Claim" tab and follow the instructions to report a claim online. Forms will be sent directly to dedicated representatives who are ready to assist.
- Email claims to claims@capacityinsurance.com, or call (866) 351-3062.

Helpful Reminders

When filing a claim:

- Remember to take pictures of all property damage.
- Do not dispose of damaged items.
- Do not begin repairs until an adjuster inspects the property damage.

What to have ready when filing a claim:

- Insured policy number
- Contact information (including temporary contact information in case of an emergency)
- Damage description
- Mortgage company information (if applicable)

Once all of the above is provided, you will be issued a claim number with the name and contact information of your assigned adjuster.

The adjuster will contact you within 24 to 72 hours to schedule an appointment.