

## If you've been involved in a car accident...

Call 1-800-588-7400 as soon as you can for assistance—we'll help guide you through the reporting and claims process. After an accident, you should:

- Remain calm and protect yourself, passengers and your property.
- Don't leave the scene of the accident.
- Always notify and cooperate with law enforcement.
- Don't admit any responsibility at the accident scene, or blame anyone else.
- Record the details of the accident in your Accident Fact Kit, which can be found in the Claims Section of [EncompassInsurance.com](http://EncompassInsurance.com).
- Seek information from police regarding injured parties, including names, addresses, dates of birth, gender and extent of injuries.
- Report all losses to Encompass Claim Service immediately.

## 5 easy steps to reporting a claim:

1. Call Encompass Claim Service at 1-800-588-7400.
2. Have your policy number handy—you can find it on your Encompass Claim Service card.
3. Give the representative your name, address, telephone number and then explain your situation.
4. Be prepared to answer questions about what happened.
5. Have a pen and paper close at hand—you will be asked to write down your claim number and other information.

Your Encompass Independent Agent will be notified and your claim will be forwarded to an Encompass Claims Specialist—he or she will call to follow up no later than the next business day.

**Call 1-800-588-7400 to report a claim or get emergency roadside assistance.**

### A simple approach to protecting the things that matter most to you.

At Encompass, your peace of mind is important to us. Encompass offers a simplified approach to insurance: a comprehensive package policy with enhanced coverage options and round-the-clock claims service.

We believe that you should have the opportunity to choose an insurance policy that helps protect what you have worked so hard to achieve. Our products are offered exclusively through a network of independent agents who represent multiple insurance carriers.

Life can be complicated, but your insurance experience shouldn't be.

**To learn more, contact your Encompass Independent Agent or visit [EncompassInsurance.com](http://EncompassInsurance.com).**



The information contained in this brochure is for illustrative purposes only and is not a contract. It is intended to provide a general overview of the services and coverage provided. Please remember that only your insurance policy can give actual terms, coverage, amounts, conditions and exclusions.

Encompass Insurance Company of America, Encompass Property and Casualty Company, Encompass Property and Casualty Insurance Company of New Jersey, Encompass Insurance Company of New Jersey, Encompass Independent Insurance Company, Encompass Home and Auto Insurance Company, Encompass Insurance Company of Massachusetts, Encompass Indemnity Company, Encompass Insurance Company: Northbrook, IL. Availability from a particular company varies by state.

# Exceptional service, when you need it most.



## Responsive and reliable auto claim service—anytime.

We pride ourselves on being at our best when you need us most. In the unfortunate event you're involved in an accident or encounter car problems, you can rest assured you're never alone with Encompass Claim Service.

Enjoy round-the-clock claim reporting service and friendly, responsive assistance like having your car towed, arranging for a rental car or finding a referral to a reliable body shop.<sup>1</sup>

### Roadside Assistance<sup>2</sup>

Encompass Claim Service representatives can help you if you need assistance with:

- Breakdowns
- Flat tires
- Dead batteries
- Running out of gas
- Locking yourself out of your car
- Towing

Encompass will tow your car to the nearest facility, or to the facility you choose (up to the limits of your policy). Then, you simply authorize the work to get started. If you don't have Towing and Labor Coverage, an Encompass representative can still send help—you'll simply need to arrange for payment at the time of service.

<sup>1</sup> Encompass will help arrange for assistance and pay up to your policy limits.  
<sup>2</sup> Automatically included with an Elite auto policy. Optional with other coverage levels.



### Service at your fingertips.

We're making it even easier for you to receive help when you need it most. With the Encompass Roadside App you'll have access to roadside services. Plus, the app also provides you with a simple, convenient way to pay your bill. Simply download the app from the App Store<sup>SM</sup> and Google Play<sup>TM</sup> by searching Encompass Roadside Assistance.<sup>3</sup>



<sup>3</sup> Google Play<sup>TM</sup> store is a trademark of Google Inc. App Store<sup>SM</sup> is a trademark of Apple Inc.

## Convenient and simple claim service when you need it.

You've worked hard to create a comfortable lifestyle for you and your family. However, sometimes life has other plans. Whether it's a baseball through your living room window or flooding in the basement because of water sewer back up, Encompass Claim Service will be there to help get you and your family back to normal as quickly as possible.

### Emergency Water Relief

If your home sustains water damage as a result of a covered loss, Encompass can promptly arrange for emergency relief services.<sup>4</sup>

### Emergency Claim Service

Get quick, hassle-free help and assistance with emergency services such as:

- Boarding up of windows and doors
- Covering of damaged roofs
- Issuing a check to help cover additional living expenses

### Auto Glass Repair

Need to repair your windshield or other broken glass? With one simple phone call, Encompass can help you report your glass claim and arrange your repair appointment.

### Quality Service

Encompass maintains a nationwide database of repair service companies that meet our high standards for customer service and quality. By choosing to use one of our recommended body shops, your repair will be guaranteed in writing for as long as you own your car.

<sup>4</sup> Please note that coverage for services is subject to policy provisions and is subject to policy limits.

## Here when you need us most—call 1-800-588-7400.

Encompass has been recognized for ranking above the industry average in overall property claims satisfaction by a prominent independent consumer rating service.

If the unexpected happens, you can rest assured we'll be easy to work with, and there for you every step of the way. Encompass Claim Service can help make it easier for you to:

- File a claim
- Get emergency assistance or service
- Have us notify your agent

