



What to Do After a Loss & Throughout the Claim Process:

A TSLCI claims professional will assist you in reaching a rapid resolution to your claim. By combining technology with a down-to-earth people approach we're ready when you need us.

Please keep the following in mind if you have a claim:

- If you have yet to notify the authorities, please do so right away. By making a formal report of an accident to the proper agency you protect yourself and preserve the facts.
- Do not discuss the accident with anyone other than your TSLCI claims professional.
- Help us provide the kind of Great Claim Service you deserve by providing your TSLCI claims professional with as much detail about the accident as you can.
- Protect your property from further damage.

How will TSLCI handle my claim?

A TSLCI claims professional will immediately begin processing your claim. After you report the accident you can expect the following steps to be completed in a prompt, professional and courteous manner:

An adjuster will be assigned to:

- Verify all details of the claim.
- Determine if our insured is at fault for the accident;
- Evaluate the amount of damages.

We need to appraise the damage to any vehicle involved in the accident as quickly as possible.

- If your vehicle is drivable, the fastest way to appraise the extent of damage to your vehicle is to bring it to one of our conveniently located Drive In Facilities.
- If your vehicle is drivable and you have not done so already, call your field claims representative and schedule a "Drive In" appraisal right away.

If our investigation determines that our insured is at fault we will:

- Pay the amount the insured is legally responsible for, up to the limits of their coverage.
- If the policy number begins with "TEX" please call 1-800-993-3226

All other policy numbers call 1-800-LOW-COST