

Claims Testimonials



I just want to say that GAIG is hands down **the best carrier we are working with when it comes to claims communication**. Timely, thorough and accurate! I really appreciate it. I pretty much only hear about problems, so I wanted to pass along a positive. Your team is doing a great job.

— **Agency Claim Manager**



Many insurance customers never have to test the responsiveness, professionalism and good faith of their insurers, and I certainly hope that they never will. My interactions with our insurance company and their contractors over the 2 ½ months that followed our water damage loss, however, proved to be **the bright spot in an otherwise daunting and taxing situation**.

— **Executive Director**



I have been in the insurance business for over 30 years and have had several large property and GL claims. Each claim required unique handling techniques.

Just a quick note to express thanks and appreciation for the **“Beyond the Call of Work”** that has been demonstrated by one of your employees. From day one, your adjuster has expressed tremendous helpfulness and much professionalism to the situation. The adjuster’s ability to respond to the clients’ emails in a timely manner and demonstrate genuine care and concern for the insured’s best interest and applying knowledge to the contract language of the policy is some of the best work I have seen in a claim situation.

— **Agency claims manager**



The insured told me that he had worked previously with your adjuster on another auto claim and **your adjuster made the claim process “seamless” and “your adjuster couldn’t have been any better”**. I tried writing down all the other wonderful things he said about your adjuster, but the list was too long and detailed. This was likely the best compliment I have ever taken on someone (he was very detailed and hit all the areas of a great adjuster).

— **Agent**

for all the *great* you do®



Specialty Human Services

The above-mentioned claims scenarios are provided to illustrate an exposure you or your client could encounter. The facts of any situation which may actually arise and the terms, conditions, exclusions, and limitations in any policy in effect at that time are unique. Thus, no representation is made that any specific insurance coverage applies to the above claims scenarios. Coverage description is summarized. Refer to the actual policy for a full description of applicable terms, conditions, limits and exclusions. Policies are underwritten by Great American Insurance Company, Great American Assurance Company, Great American Alliance Insurance Company, Great American Insurance Company of New York and Great American Spirit Insurance Company, authorized insurers in all 50 states and DC. The Great American Insurance Group eagle logo and the word marks Great American® and Great American Insurance Group® are registered service marks of Great American Insurance Company. © 2021 Great American Insurance Company, 301 E. Fourth St., Cincinnati, OH 45202. All rights reserved. 5712-SHS (07/21)

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