

# The Moment of Truth

*Reporting a Claim*



Specialty Human Services



## Online

[InsuredPortal.gaig.com](https://InsuredPortal.gaig.com)



## Email

[SpecialtyHumanServicesClaims@gaig.com](mailto:SpecialtyHumanServicesClaims@gaig.com)



## Phone

Toll Free: 888-317-4828

Fax: 888-307-3180



## Mail

Great American Insurance Group  
Specialty Human Services Division  
Claims Department, P.O. Box 1997  
Cincinnati, OH 45202

Online portal may not be available at all times. 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. © 2025 Great American Insurance Company, 301 E. Fourth St., Cincinnati, OH 45202. All rights reserved. 5611-SHS (03/25).

**365** days a year,  
**7** days a week,  
**24** hours a day.