



CLAIM PROMISE

The Starr Group,
is here to assist
you through your
claim process.

- If you do not hear from a claims adjustor within 24-48 hours of your initial call, we ask that you contact us for assistance.
- If we have not heard from you, we will contact you in 48 hours.
- We will call again in another 6 days and 13 days after our initial conversation to ensure the claim is being handled to your satisfaction.
- We will continue our presence until your claim is brought to closure.

We hope you find our promise helpful. We know protecting your family and home are the most important issues to you. We are committed to allowing you to continue that process even when you have a claim.

**Please note, the above claim promise applies to property, inland marine, auto (other than windshield), and liability claims.*



Insurance & Risk Solutions

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