



MAPFRE Insurance Company of Florida now has **24 hours a day, seven days a week** First Notice of Loss reporting capability with **emergency service assistance**.

By calling **1-888-9MAPFRE** our Claims Service Representatives (CSR) will quickly begin the claim process. Many of our Claims Service Center employees are bi-lingual or have access to over-the-telephone interpretation services 24 hours a day, 7 days a week.

The use of emergency service* vendors enables a commercial property owner to diminish the severity of the damages caused by a loss. These services include;

- Water Extraction
- Structural Drying
- Emergency Board-Up
- Roof Tarp
- Other loss mitigation actions

In most cases, the CSR will provide the caller with a claim number, and the caller will be advised that a Property Adjuster will contact them the next business day.

*Payment by MAPFRE Insurance Company of Florida of reasonable and necessary emergency service fees is contingent upon confirmation of coverage and the provisions, terms and compliance with conditions in the insurance policy contract.