



General liability claims



The unexpected raises questions. We're here to help with answers.

Incidents involving third-party property damage or bodily injury can occur without warning. When they do, having a clear response plan is essential. The UFG Insurance claims process is designed to support you from first notice of loss through resolution — efficiently, transparently and with focus on protecting your business and your customers.

IN THE EVENT OF A GENERAL LIABILITY OCCURRENCE:

- Get medical help if anyone is injured
- Secure the area to prevent further injury or damage
- Contact authorities if necessary
- Gather information and documentation that is applicable to the loss
- Take photos of the scene
- Obtain or preserve any possible video of the scene
- Gather witness information
- Preserve evidence

HOW TO REPORT A GENERAL LIABILITY CLAIM



Claim form:

As our valued policyholder or agent, you can use one of our easy-to-use forms to report a claim online — 24 hours a day, seven days a week. [Access it here.](#)



Email:

newclaims@unitedfiregroup.com



Phone:

800-343-9131



Fax:

888-514-9190



Contact your UFG agent

We know there's a person behind every claim filed and we hope this quick overview helps you move fast when it matters most.

UFG Insurance is the marketing name used to refer to United Fire & Casualty Company and its property and casualty subsidiaries and affiliates. The information herein only contains general descriptions of coverage that may be provided and does not include the features, exclusions and conditions of the policies it describes nor is it intended to be nor is a guarantee of coverage of any kind. If there are any discrepancies between this information and the actual policy, the terms, language, and provisions of the policy shall prevail. Certain coverages vary by state and may not be available to all businesses, and the coverage provided is subject to the actual terms and conditions of the policies issued. All coverages and services described herein may be offered by one or more of the property and casualty insurance company subsidiaries and/or affiliates of United Fire & Casualty Company.

This is for informational purposes only and is accurate as of the publication date. It may not reflect subsequent revisions and is intended for use only by UFG Insurance, UFG Insurance agents and their customers, and/or UFG Service Center employees. UFG Insurance does not undertake any obligation to update the information herein between publications.