



Auto claims



From impact to resolution — we've got you

When an auto accident disrupts your day, UFG Insurance is here to help you move forward with confidence. Our claims professionals are dedicated to making the process as smooth as possible — guiding you through each step with empathy and respectful clarity. We're committed to answering your questions and helping you get back on the road as quickly as possible.

IN THE EVENT OF AN AUTO ACCIDENT

- Have your insurance card readily available
- Contact the authorities
- Check for injuries
- Take photos of the scene and all vehicles involved
- Notify your employer and UFG
- Make no comments or statements regarding the accident except to the police
- Gather information and documentation
 - Obtain names, email and phone numbers of the parties involved
 - Obtain names, email and phone numbers of any witnesses
- Secure the police report information
 - Name of the department
 - The police/crash report number

UFG Insurance understands not all accidents provide the opportunity to capture all the information listed above when the claim is reported. The safety of our insureds and their employees is our primary concern. Please provide as much detail as possible so we can process your claim quickly and comprehensively.

HOW TO REPORT AN AUTO 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.

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