



Welcome to the UFG Insurance claims kit



This guide provides the key information and resources you need to navigate the claims process with clarity and confidence. Inside, you'll find step-by-step instructions for reporting claims, details on required information and an overview of what to expect from first notice of loss through resolution. Each section is designed to support timely reporting, clear communication and a smooth claims experience.

UFG CLAIMS

At UFG Insurance, we know every claim represents a person, a business and a moment that matters. Our claims professionals combine deep technical expertise, with a person-centered approach, delivering responsive service grounded in fairness, accuracy and care.

Throughout the entire claims process, our teams bring the experience and market expertise needed to manage claims of any size or complexity.

OUR COMMITMENT TO YOU

We view the claims experience as a critical extension of our promise to our mutual customers, and we are committed to:

- Paying what is owed promptly and fairly
- Providing clear, proactive communication throughout the process
- Supporting efficient resolution aligned to your policy and jurisdiction

THANK YOU FOR CHOOSING UFG

We're grateful for the trust you place in us. When a claim arises, it's more than a policy in motion — it's a moment that matters. Our team is ready to support you every step of the way, ensuring customers receive the attention, clarity and support they deserve when they need it most. This kit is one way we equip you with the tools and information needed to support a well-managed claim.

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