



We are excited to announce that Claims handling for your American Reliable (ARIC) and Diamond State Insurance Company (DSIC) Dwelling and Manufactured Home business has been transitioned to K2 Claims. American Reliable staff, systems and vendor partners have been integrated to allow for successful servicing of claims on this business during and after conversion to Homesite. This transition allows us to offer a variety of enhanced systems, including

- 24/7 First Notice of Loss (FNOL) Claim Reporting for immediate claim set up
- Exclusive CAT Field team
- Mobile CAT response team staffed with our CAT claim experts that will guide your clients through the claim process and provide them with ALE funds via EFT.

For ARIC policies that have not yet transitioned to Homesite:

All existing claims reporting processes can be utilized and will automatically forward to K2 Claims:

Call Center: (800) 535-1333

Email: claims.department@americanreliable.com

Additionally, we have added a dedicated email address for ARIC agents or policyholders to email us a FNOL:

FNOL E-mail: (aricfnol@aegisfirst.com) For fastest service, please include:

- a. Policy Number
- b. Date of Loss
- c. Policy Holder Name
- d. Loss Description
- e. Good Contact Phone Number
- f. Good Contact E-mail Address

Management escalations:

Harold Evenrude is the Property Claims Manager dedicated to the American Reliable business. He may be reached at: hevenrude@k2insclaims.com or **(936) 209-4063**

Additionally, our senior management team is ready to help:

Lennie Castellaneta (AVP-Property Claims) - lcastellaneta@k2insclaims.com – **(717)409-3076**

Tony Buglio (VP-Property Claims) - abuglio@k2insclaims.com – **(717)409-3030**

For Homesite policies, losses should be reported as follows:

- **24/7 FNOL Call Center: (800) 233-2160**
- **K2 Claims Website (www.k2insclaims.com)** – You can report a new claim or submit question(s) on an existing claim.
- **Questions Email (claimsq@k2insclaims.com)** – You or a policyholder may submit questions or requests for updates on existing claims to this address. For the fastest service please include the claim number in the subject of the e-mail.
 - Date of loss
 - Policyholder name
 - Loss description
 - Policyholder phone number
 - Policyholder email address

