

# LIABILITY CLAIM INSTRUCTIONS

- Try to remain calm and prevent further injury or damage.
- Contact the police or other emergency services if necessary.
- Never admit liability or make a promise to pay for injuries or damages. If pressed, simply explain you will report the matter to your insurer who will handle it.
- Collect information on any possible claimants and witnesses (name, address, date of birth and contact information).
- Note the date, time, and location.
- Take photos of the damage and keep invoices for any emergency services and repairs.
- Take notes of the matter while they are still fresh in your mind.
- Report the claim to Brown & Brown of Garden City immediately. You can call, report it online, or fill out our report form and fax or email it to us.
- Send any lawsuit, attorney letter, or any other demand letter to us immediately.

## BROWN & BROWN OF GARDEN CITY CLAIMS DEPARTMENT

Available Monday through Friday from 9am – 5pm Eastern Time:

(800) 221-2834 (Outside the NY Tri-State Area)  
(516) 247-5900 (NY Tri-State Area)  
(516) 217-1352 (Fax)

In the event of an emergency after business hours or on weekends, call:  
(516) 361-5155 ... **EMERGENCIES ONLY!**

Account names beginning with: <b><u>#s, A - H</u></b>  SHARON PAPAGNI Claims Account Executive 516-247-5869 <a href="mailto:sharon.papagni@bbrown.com">sharon.papagni@bbrown.com</a>	Account names beginning with: <b><u>I - Q</u></b>  JOANNE O'NEILL Claims Account Executive 516-247-5812 <a href="mailto:joanne.oneill@bbrown.com">joanne.oneill@bbrown.com</a>	Account names beginning with: <b><u>R - Z</u></b>  PHYLLIS TAUB Claims Account Executive 516-247-5864 <a href="mailto:phyllis.taub@bbrown.com">phyllis.taub@bbrown.com</a>
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**No claim can be considered reported until you have received confirmation from Brown & Brown of Garden City or the insurance company.**