

HOW TO REPORT A CLAIM

ARCH SOCIAL SERVICES PROPERTY &
CASUALTY (P&C) PROGRAM

EFFECTIVE NOVEMBER 1, 2023

McNeil Claim Services, Cortland, NY



Affinity Nonprofits



**SOCIAL SERVICES
CONNECT**

What Information Do I Need?

In order to ensure the fastest possible service, have your policy number available, as well as the following information:

1. **Insured contact name, phone number & email.**
2. **Who was involved in the claim?**
3. **When did the loss occur?**
4. **Where did the loss occur?**
5. **What happened?**
6. **How did it happen?**

**Standard Acord forms
are accepted when
reporting a loss.**

**Be sure to include
documents and information,
such as copies of
police/fire/accident reports,
report numbers, photos, etc.
if available.**

Submit a claim By Email:

Send all pertinent
information to

loss_notice@mcneilandcompany.com

Please note that there is a 25MB
attachment size limit.

Submit a claim By Phone:

Monday through Friday
8 am to 5 pm EST
Claim Services 800.822.3747
ext. 525

Evenings/Weekends/Holidays
24-hour Emergency Claims
Hotline
800.822.3747 and press "9"

Submit a claim By Fax:

Send all pertinent
information to

607.756.5967

This number directs your claim
report to the appropriate claims
professional quickly, to ensure
your claim is handled efficiently.

For Claim Status Information:

If you have already reported your claim and want to know the status, contact McNeil Claim Services at 800.822.3747 ext. 525