



Claims Protocol

Environmental Claim Submission Guidelines

Nobody wants a claim to occur, but if a claim does arise, our experienced claims team is here to help you by delivering the highest level of professional service. Keep this protocol guide handy for a step-by-step process on how to handle an incident and the information required to successfully submit an environmental claim.



In the event of a chemical or fuel spill emergency, please immediately contact the Great American 24/7 Response & React (R&R) emergency service - one phone call is all it takes to initiate the R&R process.

Call the R&R Hotline:

(800) 340-3399

Describe the situation to the Incident Manager and relax knowing that a professional best suited to manage your spill situation will respond to the incident.

1. A pollution incident occurs at your property.

Clients should notify the retail broker and associated program manager with the following claim information:

- Address of the property
- Nature of the incident
- Any supporting documentation related to the incident

2. Has a lawsuit been filed?

If so, promptly provide a copy of the complaint and any other pleadings related to the incident to the retail broker and associated program manager, New Empire Group: claims@newempiregroup.com.

3. Brokers should submit the claim under all applicable policies - General Liability, Property & Pollution.

Each carrier will investigate its available coverage under the policy terms.

4. We are here to help.

New Empire Group, along with our carrier partners, can recommend an appropriate environmental professional to potentially assist in the investigation, remediation and regulatory requirements related to a pollution incident.

5. Review your policy including the endorsements for applicable self-insured retentions.

The self-insured retention encompasses all covered costs including legal expenses, remediation, and any damages or settlements made.

Questions?



Please contact New Empire Group's Claims Manager:
Michele Symes | (866) 431-8100 ext 325

