



The Openly Claims Difference

Working alongside you with experience, integrity, and compassion

While we hope your client never has to file a claim, rest assured that we're here to help if they do.

Openly's experienced claims experts handle each claim with meticulous care, guiding you and your client every step of the way. Our team promptly and thoroughly investigates each claim, working diligently to find a fair resolution.

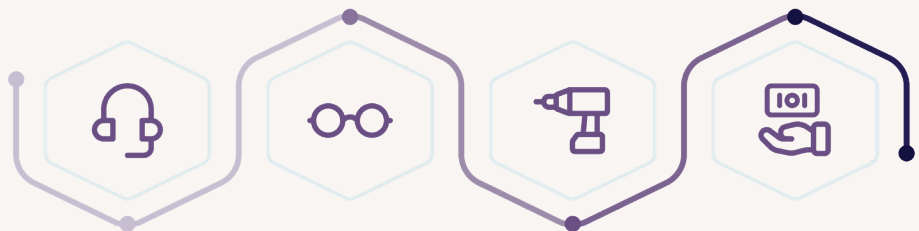
With a range of advanced tools and technologies such as virtual self-inspection tools, we have enhanced the overall claims experience. Additionally, our curated network of reliable contractors and field adjusters ensures a seamless and efficient claims process from start to finish.

- 20 years** | Average experience of claims team members
- 24 hours** | Most policyholders contacted within 1 day of filing a claim
- 5-7 days** | Average time to complete inspection from FNOL
- 50+ NPS** | Above industry average (10) claims net promoter score²

² Qualtrics XM Institute. "Economics of NPS in the Insurance Industry." Published 2021.

Our claims process

Let us assist you—and your clients—in navigating the claims process with ease.



- 1 Report a new claim**
You or your client can easily file a claim via our FNOL Portal or by calling Openly claims.
- 2 Assessment**
Our claims team will review the claim and assess the damage. The assigned adjuster will contact you and your client to provide detailed information and outline next steps.
- 3 Estimate & repair**
Based on coverage and location, your client can choose from our network of trusted partners who will inspect, estimate, and complete the necessary repairs.
- 4 Payment & support**
Even after a payment is made, our commitment to your client doesn't end there. We will continue to be your client's advocate, offering ongoing support throughout the process.



What to expect

We take our agent relationships seriously, which is why we prioritize effectively communicating a clear plan of action to streamline the entire claims process.

Upon receipt of a new claim, we will promptly notify you via email, providing you with the adjuster's contact information.

Throughout all critical moments, such as if coverage is not found, or if there are coverage issues or concerns, the adjuster will contact you by phone.

Once the claim is closed, we will send you an email, informing you of the claim resolution.

How to get in touch with Openly Claims

At Openly, we're committed to providing unparalleled service, expertise, and support. That's why we make it easy to contact your client's claim adjuster.



Adjuster

The adjuster's contact information will be included in the initial claim notification email.



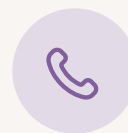
Claims management system

If you respond to the initial claim notification email, your email will be directed to the adjuster.



Email

If the adjuster is unknown, email claims@openly.com and your inquiry will be routed to the assigned adjuster.



Phone

If the adjuster's phone number is unknown, call Openly's general number at **888.808.4842**.



Need help filing a claim for your client or have questions?

Visit fnol.openly.com or call our claims team directly at **888.808.4842**.

Insurance coverages in AL, AZ, GA, IL, IN, KS, KY, ME, MA, MI, MO, NH, NM, OH, OK, OR, PA, SC, TN, UT, and WI are underwritten by Rock Ridge Insurance Company. Insurance coverages in WI are also underwritten by MS Transverse Insurance Company. Each insurer is solely responsible for the claims on its policies.

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