

Filing A Claim With FFI – The Checklist

Before filing a claim, make sure you've checked all the boxes below and are prepared. Doing so will help with the process.

Make sure your claim doesn't fall under the exclusions

Some scenarios that won't be covered include:

- Equipment that is rented, borrowed, or does not personally belong to the policyholder.
- Any theft that occurs from an unattended vehicle, even if it's locked.
- Theft for which the owner does not file a police report. It is always the responsibility of the property owner to inform the police of any theft.
- Mysterious disappearances

Make sure you have all the necessary information:

- Policy information: policy number, cert number, effective date, etc.
- Date and approximate time of the loss/damage/theft
- Name, address, and contact information of the claimant
- Location of the incident
- Name of the police department with which you filed a theft report if filing a theft claim
- The exact or estimated dollar amount of the property that has been stolen or damaged
- Detailed description of the incident
- A complete police report in cases of theft or intentional damage.*

*(This is important: It is your responsibility to contact the police and file a police report yourself. We cannot file a police report on your behalf, or contact the police to receive a report from them directly.)

This information is materially important to establishing the facts of your claim and most adjusters won't be able to process your claim without some or most of it.



Filing A Claim With FFI – Continued

Review the claims process

1. Log in to your online user account*
2. Locate the “Manage Policies” section
3. Click “File a Claim”
4. Fill out the form and submit
5. Receive a confirmation receipt of the claim from our team in 1-2 business days.
6. Hear from the claims adjuster in 7-10 days.



Ready? Get started:
www.fullframeinsurance.com/login

For more details about the claims process, contact us or visit <https://www.fullframeinsurance.com/file-a-claim>.



Review all the contact information

Our team is ready to answer your questions:

FFI: 844.670.1078

info@fullframeinsurance.com

Need to reach Fortegra? 

Fortegra: 800.888.2738

claims@fortegra.com

Pro Tip: Check your Junk or Spam folders to make sure correspondence from your claims adjuster didn't get flagged.

