



## **In-House Claims**

Experienced, in-house claims team partnering with you through the entire claims process.



### **Report a Claim**

First task? Report your claim.  
Next? Let your specialized  
claims partner lead you through  
the claims process.



### **Login to Service Portal**

If you are a broker, agent, or  
insured, click here to login to  
our service portal.



### **Request Service Portal Access**

Are you a broker, agent, or  
insured and don't have access?



OUR CLAIMS DIFFERENCE

## **Claims Excellence**

In House Claims

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From start to finish, your claim will be  
handled by Berkley Environmental staff. We

The last thing you need during the claims process is complication. You need a steady, experienced partner with you from the minute you file a claim to its resolution. That's where we come in. Each member of our in-house claims team is specialized in a specific line of insurance. The moment you file a claim a single Berkley Environmental claims employee will guide you through completion.

care about OUR customers and YOUR claim. We are in this together! This sets us apart from our competitors who may use third party administrators, who work for many different carriers with a myriad of interests.

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Deep Expertise with Environmental Exposures and Risks +

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Customer Service is Our Priority +

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Value Relationships and the Human Element +

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# Have a Spill Emergency?

Environmental spills and releases can be stressful events. That's why we created this free, value added spill support service.



## Call Our 24/7 Services

Services available 24/7 at 877-900-5645 to assist you with emergency response when environmental spills and releases occur.



## Wait for Response Coordinator

A response coordinator will gather all pertinent information and assist in locating emergency responders from our nationwide network (responders often dispatched within 2 hours).



## File Agency Spill Notifications

At your request, we will file agency spill notifications on your behalf, to avoid costly fines for timely notifications

**PLEASE NOTE:** Be sure to also contact our claims services team to [report a claim](#). Our spill support services help expedite the clean-up process and are not intended to substitute reporting claims as required by your policy.

Disclaimer: Reporting a spill or release to our spill support team does not satisfy the claim reporting requirements in your policy, nor does it guarantee that the spill or release is covered under your policy. BEST is not intended to be a substitute for reporting claims as required by the policy terms and conditions.

## FAQs

What should I expect after my claim is reported? —

Once a claim is reported, you will receive an acknowledgement by email with the claim number and the name and contact information for the claim adjuster. You will hear from your claim adjuster as soon as possible after the assignment of a new claim. Click on the attached “What to Expect” link for additional details about next steps.

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How do I check the status of my claim? +

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Should I be reporting all claims, even if it seems minor? +

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# Understanding Our Customers

Learn how we service accounts, help insureds reduce loss, create intimate relationships, and invest in our customers.

For all podcasts:

<https://www.youtube.com/@BerkleyEnvironmental>

# Testimonials

## Letting You Breathe

“I just wanted to say thank you to you and your team at Berkley for what you were able to accomplish for us at the mediation on Thursday. I feel like I haven’t been able to breathe in the last year and you guys gave that back to me. So, again, thank you so much for all that you have done...”

— CEO of an Environmental Contractor

## Experience and Insights

“Your professionalism and experience and insights throughout this process have been appreciated and nothing less than impressive.”

— Quote from an Insured

[VIEW ALL TESTIMONIALS](#)