

# What Do I Do If I Have a Claim?

- Report the claim to your location manager.
  - He or she will fill out a Manager Report of Loss form and send it to the insurance company.
  - This report will include your contact information, so the insurance company can contact you. Be sure the manager has accurate information.
- Take pictures of the damage. The insurance company may request the pictures so they can adjust the claim properly.
- If it is a burglary claim, you must contact the police, have a report filed, and be prepared to send that report to the insurance company for their use in adjusting the claim.
- The claim phone number is 888-288-9148. When calling, identify yourself as a SBOA Tenant.
- If you have an emergency or have specific immediate questions, contact the claim department for help with your questions. Remember, if they do not have the Manager's Report of Loss Form, they will not have any specific information about your claim. Please allow 24 hours for your claim to be set up in the insurance company system.
- Protect your belongings from further damage.
- Do not destroy the damaged property as the insurance company may require an adjuster to view the damaged property.

888-288-9148  
[www.sboati.com](http://www.sboati.com)



A. M. Best A Rated Company

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