

Claims Tools & Services

Plymouth Rock Assurance | AUTO

More Than Just Insurance.

Plymouth Rock
assurance®

We've built our reputation on exceptional service and continue to look for new ways to improve the way your customers do business. Reporting a claim, interacting with a Plymouth Rock claims representative and monitoring claim status have never been easier using our innovative tools and resources.

Reporting a Claim



We're here to help

Getting into a car accident is stressful and time consuming; filing your claim should be easy. Plymouth Rock customers can report a claim online or by phone:

- Call Plymouth Rock 24 hours a day 7 days a week at 844-346-1225
- Report online at plymouthrock.com/Report

Interacting with a Claims Representative



Send pictures with CarPics® to speed up the process

Customers can use the CarPics® Photo Appraisal Tool to make appraisals quick and easy, eliminating the need to schedule a claims inspection*. With CarPics®, customers can snap and submit photos right from their smartphones, and get an estimate within hours. They may even get paid the same day.

[Visit plymouthrock.com/CarPics](http://plymouthrock.com/CarPics) to learn more and get started.



Text us directly using "Hi Marley"

With "Hi Marley" text messaging capabilities, Plymouth Rock customers can conveniently text with their claims case manager throughout the duration of their claim.



Crashbusters® Mobile Claim Service

Crashbusters mobile claim service is available to most policyholders and makes the claim process easy, fast and convenient. Our mobile claim representatives will travel directly to the customer to assess and appraise the damage to their car — often delivering a check on the spot.

Repairing a Vehicle

Door to Door Valet Claim Service®

Customers can let Plymouth Rock manage the entire process of repairing their vehicle after an accident with Door to Door Valet Claim Service. We can even arrange for a rental car for customers with rental car coverage.



Guaranteed Repair Shops

If a customer chooses to have their vehicle serviced at one of our Plymouth Rock referral repair shops, we will guarantee the work for as long as they own or lease the vehicle.

[Find a referral shop at plymouthrock.com/Claims/RepairShop.](http://plymouthrock.com/Claims/RepairShop)



Monitoring Claim Status

Know what's happening

Accessing details of a claim, including payments Plymouth Rock has made, is quick and easy.

[Customers can log on to plymouthrock.com](http://plymouthrock.com) and click on [Manage Your Policy](#) to get started.



*Due to state regulations, we'll schedule a follow-up personal inspection with Massachusetts customers if the damage appraisal is \$1,500 or greater after the deductible.