# **Claims Tools & Services**

### **Plymouth Rock Assurance | AUTO**



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

to learn more and get started.

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



#### 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.

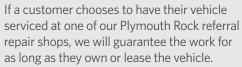
#### Repairing a Vehicle

#### **Door to Door Valet Claim Service®**





#### **Guaranteed Repair Shops**







#### **Monitoring Claim Status**

#### Know what's happening

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





<sup>\*</sup>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.