

Customer Solutions Contacts

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Customer Solutions Department

State	Product Line	Company	Phone Number	Hours
Agent Help Desk	All	All	P: 888-585-3549	Mon.-Fri. 7:00am-6:00pm
Massachusetts	Personal Auto	Plymouth Rock	P: 866-353-6292 (toll free) P: 617-951-1620 F: 617-951-1021	Mon.-Fri. 8:00am-5:00pm
Massachusetts	Commercial Auto	Plymouth Rock	P: 877-784-5099	Mon.-Fri. 8:00am-5:00pm
Massachusetts	Home	Bunker Hill	P: 866-322-2442 (toll free) P: 617-956-1775	Mon.-Fri. 8:00am-5:00pm
Connecticut	Personal Auto	Plymouth Rock	P: 866-591-5545	Mon.-Fri. 8:00am-5:00pm
Connecticut	Commercial Auto	Plymouth Rock	P: 877-784-5099	Mon.-Fri. 8:00am-5:00pm
Connecticut	Home	Bunker Hill	P: 866-322-2442 (toll free) P: 617-956-1775	Mon.-Fri. 8:00am-5:00pm
New Hampshire	Personal Auto; Home; Umbrella	Plymouth Rock	P: 800-979-6288 (toll free) P: 603-224-6288 F: 603-224-1026	Mon.-Fri. 8:00am-5:00 pm
Pilgrim Insurance Customer Solutions			P: 617-956-6200 F: 617-956-6399	Mon.-Fri. 8:00am-5:00 pm

Billing and policy questions can be emailed to eservice@plymouthrock.com

Policy changes that cannot be processed online can be emailed to processingrequests@plymouthrock.com

Connecticut Umbrella inquiries, new business submissions for review and policy change requests can be emailed to umbrellaprocessing@prac.com

Customer Solutions Fax Number: 617-951-1021

Customer Solutions Contact List

Management Team

Keith Jensen	Chief Marketing Officer	617-951-1094	kjensen@plymouthrock.com
Gary Sjolín	Chief of Agency Marketing	617-951-1015	gsjolin@plymouthrock.com
Howard Goldberg	Director of Customer Service & Operations	617-951-1698	hgoldberg@plymouthrock.com

Private Passenger Auto Massachusetts Customer Service Team

Patty Metzger	Customer Service Supervisor	617-951-1532	pmetzger@plymouthrock.com
Jason Rodman	Customer Service Supervisor	617-790-1840	jrodman@plymouthrock.com
Joe Mascaro	Customer Service Supervisor	617-428-1484	jmascaro@plymouthrock.com
Joe Uliano	Customer Service Supervisor	617-951-1577	juliano@plymouthrock.com
Sue Cashman	Customer Service Team Leader	617-428-1958	scashman@plymouthrock.com
Lauren Hoy	Customer Service Team Leader	617-951-1536	lhoy@plymouthrock.com
Jenn Fonseca	Customer Service Team Leader	617-951-1656	jefonseca@plymouthrock.com
Ben Davidson	Customer Service Team Leader	617-428-1438	bdavidson@plymouthrock.com

Commercial Auto Underwriting and Customer Solutions Team

Heather DeMacedo	Commercial Auto Product Manager	617-956-6215	hdemacedo@plymouthrock.com
Mike Day	Commercial Underwriting Team Leader	617-956-6236	mday@plymouthrock.com
Nicole Donnelly	Commercial Underwriter	617-956-6214	ndonnelly@plymouthrock.com
Amanda Newton	Commercial Underwriter	617-956-6237	anewton@plymouthrock.com
Mike Connolly	Commercial Underwriting Assistant	617-956-6239	mconnolly@plymouthrock.com

Additional Information

Commercial Auto Underwriting	P: 877-784-5099
Agent Supplies	P: 617-951-1586
Marketing	F: 617-951-1513
Product Development	F: 617-526-7986
Agency Commissions: Sean Senna	P: 617-951-1652
Massachusetts Mailing Address	Plymouth Rock Assurance Corporation 695 Atlantic Avenue Boston, MA 02111
Connecticut Mailing Address	Plymouth Rock Assurance Corporation 20 Batterson Park Road Suite 100 Farmington, CT 06032
New Hampshire Mailing Address	Plymouth Rock Assurance Corporation 53 Regional Drive Concord, NH 03301

Claims Contact Information

Department	State	Business Line	Company	Phone Number(s)
Claims	Massachusetts & Connecticut	Personal Auto	Plymouth Rock	P: 617-951-1000 (General Claim) F: 617-951-1624
	Massachusetts	Personal Auto; Commercial Auto	Plymouth Rock	P: 888-324-1620 (Report) P: 617-951-1000 (Claim Status)
	Massachusetts	Commercial Auto	Pilgrim	P: 800-721-8294 P: 617-956-6100 F: 617-956-6399
	Massachusetts	Home	Bunker Hill	P: 888-472-5246 P: 617-956-1777 F: 617-956-6445
	Connecticut	Personal Auto; Commercial Auto	Plymouth Rock	P: 888-324-1620 (Report Claim) P: 866-593-2886 (Claim Status)
	Connecticut	Home	Bunker Hill	P: 888-472-5246 P: 617-956-1777 F: 617-956-6445
	New Hampshire Home; Umbrella		Personal Auto;	Plymouth Rock