

**PROGRAM DIVISION  
BULLETIN**

2005-23

July 11, 2005

**CAT PREPARATION INFORMATION**

As you are aware, Hurricane Dennis made landfall in United States over the weekend. For all CAT related claims, we request that the Program Administrators do **not** assign independent adjusters, as we have contracted with several CAT firms who will mobilize to the affected areas. We will look to the CAT teams to adjust all CAT related homeowners claims so the non-CAT homeowners' claims will not suffer due to adjusters being unavailable.

In an effort to improve our customer service and your overall claim satisfaction, we provide the following contact numbers for reporting of claims.

**During Business Hours**

First Reports can be faxed to our Easylink Fax Number at (866) 548-6879 and/or can be emailed to [lexingtonhomeownerproperty@aig.com](mailto:lexingtonhomeownerproperty@aig.com).

**After Hours**

We have customer service representatives available for reporting of claims after business hours. The toll free number for reporting claims after hours is (800) 931-9546. Emergency situations will be escalated to a Lexington Claim Manager who is on call 24/7.

**Lexington Claims Contact Names and Numbers**

David Crowe, Vice President (617) 330-8378  
Steve Couto, Assistant Vice President (617) 330-4661  
Sandra Carter, Homeowners Manager (617) 330-8376  
Kristi Fickeisen, Homeowners Manager (617) 330-4216

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PROGRAM DIVISION**

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