



Florida SERT / EFS18 BP Claims Process Info Sheet

TO INITIATE A BP CLAIM CALL 1-800-440-0858

The customer service representative will ask for the following information:

- Name*
- Address*
- Location of the loss – if known
- Primary contact number*
- Social Security number
- Date of birth*
- Type of Loss* (damage to property, economic loss, bodily injury etc)

* Mandatory for claim data entry.

You will be assigned a file number for your claim which will be provided to you.

An ESIS adjuster, the third party claims handler, will contact the claimant in 3-5 days or sooner, to get specific loss information, which for an economic loss claim can include:

- tax records
- trip tickets
- wage loss statements
- deposit slips
- boat registration
- copy of their current fishing license

Rental Income

In cases of loss of rental income, the ESIS adjuster will request information on occupancy rates, cancellations, tax records and bookkeeping records.

Bodily Injury

In case of bodily injury claims, the ESIS adjuster will request medical and pharmacy bills and medical records.

The ESIS adjuster will verify losses, calculate the amount due, and issue an advance payment.

You may be advised that your claim can be handled by a local claims center (see below), but all claims must be initiated by first calling the toll free number. At the claim center you will be asked for identification such as a drivers license, state ID, or passport. A copy of your ID will be made to include in your claim file.

Claims Offices, Open 8AM-7PM, 7 days weekly

- Pensacola (Escambia, open 5/13/10)
3960 Navy Blvd, Suite 16, Pensacola, FL 32507 P: 225-266-4482
- Gulf Breeze (Santa Rosa, open 5/14/10)
5668 Gulf Breeze Pkwy, Unit B-9, Gulf Breeze, FL 32563 P: 850-449-2856
- Ft Walton Bch (Okaloosa, open 5/15/10)
348 SW Miracle Strip Pkwy, Suite 13
Fort Walton Beach, FL 32548 P:225-281-5460
- Santa Rosa Beach (Walton, open 5/16/10)
5008 US Hwy 98W, Unit 6& 7, Santa Rosa Beach, FL 32459 P: 850-712-8090
- Panama City Beach (Bay open 5/17/10)
7938 Front Beach Road, Panama City Beach, FL 32408 P: 806-787-8716
- Port St. Joe (Gulf, open 5/18/10)
106 Trade Circle, Suite A, Port St. Joe, FL 32456 P: 504-201-4177
- Apalachicola (Franklin open 5/19/10)
194 14th Street, Suite 105, Apalachicola, FL 32320 P: 813-992-5012
- Crawfordville (Wakulla open 5/20/10)
3010 Crawfordville Highway Suite A and B, Crawfordville, FL 32327 P: