



24-hour Claim Reporting Service
(for after-hours claims)

1-866-494-4526
Alliance Claim Solutions

- Customers and agents can speak to a live representative to report new claims after hours...24/7/365
- When calling an HMI office after hours, the caller hears a message directing them to call 1-866-494-4526 (toll free) to report claims.
- The Alliance Claim Solutions representative answers the phone with "thank you for calling Heritage Mutual Insurance". The representative will ask a series of scripted questions to collect the relevant loss information
- A Loss Notice is then submitted to the HMI claim office.
- For certain urgent loss types Alliance will immediately notify HMI by cell phone and/or email so we can begin an immediate claim response.

Thank you for partnering with Heritage Mutual