

Claims

Commerce:

- Call: 1-800-221-1605 for all claims other than glass only
 - Glass only: 1-855-868-6380
- Online: <https://mcr.mapfreinsurance.com/claims/#/ReportClaim> or through your My Policies account
<https://www.mapfreinsurance.com/b2cwebapp/account/loginView?state=MA>
- Use the GO MAPFRE app

Hanover:

- Call: 1-800-628-0250, press 2 for new claim
- Online: login to My Hanover <https://registration.hanover.com/CustomWeb/login.htm>
 - Or use the online web forms
 - Property: <https://forms.allamerica.com/HanoverFNOLClaims/propertyclaimAction.do?method=load>
 - Auto: <https://forms.allamerica.com/HanoverFNOLClaims/autoclaimAction.do?method=load>
 - Auto Glass: <https://submit.glassclaim.com/External/Welcome.aspx>
- Use the Hanover Mobile app

N&D:

- Call: 1-800-688-1825, press 1
- Online through My Insurance <https://myinsurance.ndgroup.com/Login>
- Through the mobile app – My Insurance Mobile Account Management by The N&D Group

Preferred Mutual:

- Call: 1-800-333-7642
- Online: Log in to MYPreferred [here](#)

Chubb:

- Call: 1-800-252-4670
- Online: Log in to the Personal Risk Services Portal
<https://www.chubb.com/securePersonalContent/ng/reg/#/login>
- Use the Chubb Mobile App

Fair Plan:

- Call: 1-617-723-3800; emergency number during non-business hours: 1-800-297-3554
- Online: <https://apps.mpiua.com/lossnotice#/loss-notice>

Selective Flood:

- Call: 1-877-348-0552, press 1
- Online:
<https://customer.myselectiveflood.com/ConsumerPortal/Claims/Report?Redirected=Y>

Pay Your Bill

Commerce:

- Call: 1-800-922-8276, ext 14300, press 1
- Online: <https://payments.mapfreinsurance.com/> or through your My Policies account
<https://www.mapfreinsurance.com/b2cwebapp/account/loginView?state=MA>
- Use the GO MAPFRE app
- Mail a check to: 11 Gore Rd
Webster, MA 01570
- Sign up for EFT through us

Hanover:

- Call: 1-800-573-1187 (24/7)
- Online: login to My Hanover <https://registration.hanover.com/CustomerWeb/login.htm>
 - Or use the online web form <https://ipn2.paymentus.com/rotp/hoig>
- Use the Hanover Mobile app
- Sign up for EFT through My Hanover or by submitting this form
<https://www.hanover.com/linec/docs/112-2141A.pdf> via mail, fax, or email (all methods are listed at the bottom of the form)

N&D:

- Call: 1-800-688-1825, press 1
- Online at <https://ipn.paymentus.com/rotp/ndni>
- Through the mobile app – My Insurance Mobile Account Management by The N&D Group
- Sign up for EDP by filling out [this form](#) and mail it to:

The Norfolk & Dedham Group
222 Ames St., PO Box 9109
Dedham, MA 02027

Preferred Mutual:

- Online: Log in to MYPreferred [here](#) or use quick pay
<https://www.preferredmutual.com/payments/quick-pay/>
- Sign up for EFT by filling out [this form](#) and emailing it to
financial.operations@preferredmutual.com
- Mail a check to:
Preferred Mutual Insurance Company

P.O. Box 419669
Boston, MA 02241-9669

Chubb:

- Call/Mail:
 - For 16 digit bill account numbers
 - Call 1-800-682-4822
 - Send a check referencing your account number to:
Chubb Personal Risk Services
PO Box 7247-0180
Philadelphia, PA 19170-0180
 - For 9 digit bill account numbers
 - Call 1-800-444-6161
 - Send a check referencing your account number to:
Chubb Personal Risk Services
PO Box 94836
Cleveland, OH 44101-4836
- Online: Use the Quick Pay option
<https://www.chubb.com/securePersonalContent/ng/reg/#/billing/quickpay> , or log in to the Personal Risk Services Portal
<https://www.chubb.com/securePersonalContent/ng/reg/#/login>
- Use the Chubb Mobile App

Fair Plan:

- Call: 1-877-221-1782
- Online: <https://apps.mpiua.com/payment/#/make-payment>
- Mail to:

Massachusetts Property Insurance Association
P.O. Box 981030
Boston, MA 02298-1030

Selective Flood:

- Call: 1-877-348-0552
- Online: <https://customer.myselectiveflood.com/ConsumerPortal/Renewal/SelectPolicy>