



Claims Resolution Hotline

708-325-5175

At FCIC, we take consumer awareness and satisfaction seriously!

We believe that Customer Service is one of the things that sets us apart from much of our competition.

We also understand that being involved in a claim can, at times, be viewed as a stressful experience. Therefore, we established our Claims Resolution Hotline, which is intended to allow our management team to scrutinize our decisions and affirm that our position is fair and was conveyed professionally.

The Resolution Hotline (708-325-5175) will be an additional avenue wherein the consumer can escalate potential concerns relative to our claims decisions or any other claims-related concern. When the consumer calls the hotline number, they will be directed to a voicemail which will prompt them to leave the pertinent claim information along with their contact information.

The message will be retrieved in a timely manner, the claim will be reviewed by management and a response will be initiated within 24 hours (except on weekends).

Claims decisions, while fair, are not always easily understood or accepted, and we recognize this. Therefore, we hope that the implementation of this additional avenue for the consumer will allow us to better educate the consumer as to the claim process and the basis of our decision.

Should you encounter any inquiries better suited for response by our Claims department we encourage you to direct those inquiries to our Claims Resolution Hotline at 708-325-5175 and we will take it from there.

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