

Reporting of Hurricane Katrina Claims

TO: All Employees

FROM: Gerould J. Goetz, Senior Vice President/Claims

DATE: September 8, 2005

SUBJECT: Reporting Hurricane Katrina Claims

The following means may be used when reporting claims arising from Hurricane Katrina:

1. Claims may be reported electronically via our company website, www.unitednat.com. When you access the site, you will see "To report claims electronically, please click here". Once you click on that line, you will be given access to a "Loss Notice" form. Please complete the form and then click on "Submit Information" at the bottom. The form will be routed to the claim department e-mail system, which is monitored regularly. This is the preferred means of reporting claims.
2. Claims may be reported telephonically by dialing (800) 333-0352 or (610) 660-8877. Please have as much information available as possible. During office hours, someone will speak with you to take your information. After hours, you should leave a message. We are monitoring the voicemail system after hours. In the event of an emergency after hours, please call (610) 291-6566. This is a cell phone number. A member of our claim staff will have the phone in his or her possession after hours and will take your call.
3. Claims also may be submitted via FAX at (610) 660-8885. This is the claim department FAX machine. Again, kindly ensure that you submit as much information as possible.

Thank you.