

Reporting a New Claim

Claims can be reported in the following ways:

- Call your agency and report claim directly to them. They will fill out appropriate paperwork and forward to us.
- Call Direct Connect 24/7 at 877-922-5246
- Call West Bend Mutual Insurance directly to report a claim at 800-760-9250 between the hours of 8 a.m. and 4:30 p.m. CST.
- Claims can also be faxed to DirectConnect or West Bend Mutual Insurance, or can be emailed to DirectConnect@wbmi.com.

The following information will need to be gathered when reporting a claim, if at all possible. We can always obtain some information at a later date.

Liability Claims/Bodily Injury

- Accident report
- Any medical bills
- Contact information for injured party
- Witness contact information and statements, if any
- Any attorney representation letter, subrogation letter or lawsuit

Auto Claims

- Vehicle Identification Number (last five digits)
- Accident report
- Contact information for claimants and/or witnesses
- Insured driver's name
- Police Department and report number
- Any attorney representation letter, subrogation letter or lawsuit

Property Claims

- List of damaged items
- Police or Fire Department and report number(s)
- Has a contractor been out to assess damage? If so, what is their contact info?
- Photos
- Are emergency measures needed?

Liability Claims/Property Damage

- List of damaged items
- Location of Loss
- Police or Fire Department and report number(s)
- Has a contractor been out to assess damage? If so, what is their contact info?
- Photos
- Who owns the property? We will need contact information.