



Business Auto Claims Solutions

Business Auto Insurance

Offering insurance against physical damage, liability, personal injury, and more, MSIG USA provides business auto policies that:

Help protect your business from financial loss

Aid in preventing service disruption & costly downtime

Provide peace of mind

The MSIG USA Advantage

MSIG USA is a global team built upon:

Market Strength & Solidarity.

MSIG USA is rated A+ by A.M. Best Company, A1 by Moody's Investors Service, and A+ by Standard & Poor's.¹

Thought Leadership.

We continually innovate our claims handling processes to enhance employee safety, manage your liability, and safeguard your fleet investment.

A Culture of Integrity.

Integrity is one of the benchmarks of an industry leader. As such a leader, MSIG USA acts honorably throughout every stage of the business partnership.

¹Ratings for Mitsui Sumitomo Insurance Company, Ltd and Aioi Nissay Dowa Insurance company, Ltd

MSIG USA Auto Claims Services

MSIG USA offers a customized, integrated approach to business auto insurance.

Tailoring claims services to meet your specific needs, we work with national business partners and response teams to deliver world-class automotive risk management solutions. Whether you own a few vehicles or a large-scale fleet, MSIG USA's team of dedicated claims professionals provide customers with:

- Client-focused professionalism
- Teamwork & accountability
- Industry experience & innovation
- Open communication

Program Features & Benefits

TRANSLATION SERVICES:

Streamlining Communication

MSIG USA provides highly qualified translation specialists and linguistic support services to assure fluent, quality communication throughout the claims process. Qualified interpreters are available for Japanese, Spanish, and many other international languages.

DIRECT REPAIR NETWORK:

Delivering Fast, Reliable Service

Receive prompt repair approval, priority scheduling, and real-time vehicle tracking that expedites the repair process. Our network of automotive repair specialists uses OEM (original equipment manufacturer) parts that are superior in quality and warrantied with an elite national guarantee.

CERTIFIED GLASS REPAIR & REPLACEMENT:

Restoring Your Visibility

Repairing or replacing vehicle glass to National Auto Glass Specifications, we warranty workmanship and leaks and provide convenient, no-charge mobile service.

RENTAL VEHICLE NETWORK:

Getting You Back on the Road

MSIG USA customers have access to over one million vehicles provided by nationally recognized rental providers. Services include free pick-up and delivery, emergency dispatch, and seamless coordination with your vehicle's repair schedule.

SUBROGATION SERVICES:

Recovering What Is Rightfully Yours

Not only does MSIG USA work to recover and reimburse deductibles and expenses owed to you, but our team also pursues recovery of damages that fall below your deductible.

REPORT YOUR CLAIM ONLINE OR BY PHONE

Use the following options to report an accident or vehicle loss 24 hours a day, 365 days a year:

www.interactclaims.com

T: (866) 676-6872

(Interpreter services available upon request.)

E: newloss@MSIG-NA.com

F: (866) 329-6766

REPORT YOUR CLAIM ON-THE GO

MSIG USA's On-the-Go Reporting is fast and easy:



- Use our convenient web link or mobile scanner to initiate your claim.
- Send incident details, upload accident photos, and submit third-party information.
- Receive immediate acknowledgment of your claim by text or email.

TRACK YOUR CLAIM DETAILS ONLINE

MSIG USA's robust Claims Inquiry System allows you to:

- Track progress of claims
- Check vehicle repair status
- View payments
- Access adjuster notes
- Review captioned reports

MSIG USA

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T: (800) 388-1802 E: info@MSIG-NA.com www.msigus.com
Claims Customer Service Center T: (866) 676-6272 F: (866) 329-6766 E: newloss@MSIG-NA.com

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