How to report a claim

The following instructions are for RecycleGuard/AIG policyholders (property, inland marine, liability, crime, automobile, and umbrella coverage). Claims will be handled by York, a third party administrator, through their Pittsburgh, PA office.

The York client code is 2618.

E-mail:
recycleguard@yorkrisk.com

Phone:
(866) 391-9675

Fax:
(800) 973-3942

Mail:
PO Box 183188
Columbus, OH 43218

Physical address:
5000 Bradenton Ave,
Dublin OH 43017

Important information:
− To expedite the handling of your newly reported loss, please be sure to include your York client code with each new loss report!
− Notices that do not require action (“incident reports”) should be clearly marked “REPORT ONLY”.

The York Claims Intake Center will review all claims notices upon receipt and assign to the York handling branch office. A claim acknowledgement will then be transmitted to the designated individual advising of the York claim number and the adjuster assigned to the claim.

RecycleGuard has worked closely with York to customize the service level, communication, and reporting of claims, as well as provide loss runs that will be informative and useful.

Claims will be administered by staff familiar with the recycling industry. One of York’s greatest strengths is their ability to integrate specialized claims handling, loss control and prevention techniques for industry-specific programs. By centralizing claims, the York team of adjusters and support staff will consistently focus on the core values and claims handling objectives of the program.