

GNY

Reporting Preferences for Property Claims

GNY prefers that first party Property claims be reported to its insureds' brokers first, and they will, in turn, report it directly to the GNY Home Office Property Department on a Property Loss Notice Acord. If, however, you must report a claim directly to GNY, please do so as follows:

By email:

We accept claims 24-hours a day by emailing them to *PropertyClaims@gny.com*

By telephone:

During regular business hours (9:00AM – 5:00PM EST) by calling GNY at 212 683-9700

After regular business hours by calling GNY's emergency hotline at 1 855 276-1271

Please note that Property claims are time sensitive and must be reported as soon as possible so as to allow for a prompt inspection and investigation by its adjusters. GNY requests that the following information be provided when reporting claims:

1. The name, address, telephone number and contact person for the insured,
2. When and where the loss occurred,
3. The policy number,
4. The cause of the loss and suspected extent of damages.

After a loss, it is an insured's duty to protect the property from further damage. In addition, we ask that the insured document the loss by taking photographs and/or video in advance of our inspection, if possible. Finally, if a crime has occurred, it is an insured's obligation to report that to the local police.

For your information, the contact information for the GNY Home Office Property Department is:

200 Madison Avenue, 3rd, Fl.
New York, NY 10016
Phone: 212 683-9700

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