

You can **View Claims** from the Policy Transactions page in the Quote & Policy Center on GAINSCOconnect

On GAINSCOconnect.com,
click **QUOTE & POLICY CENTER**

Select from the navigation menu to find the policy and open the Policy Transactions page

Policy Transactions

Insured Information: John Smith	Policy Number: #PA0000000X	Policy Status: InForce	Agency Information: Jones Insurance
	Effective Date: 7/8/2020	Inception Date: 7/8/2020	
	Expiration Date: 1/8/2021		

Begin a Transaction:

VIEW CLAIMS
View claim status, fault, payout

Claims Summary information is current and will refresh in real-time as information is updated during the claims investigation.

Claims Summary

CLAIM NUMBER	LOSS DATE & TIME	INSURED DRIVER	FAULT RATING	CLAIM STATUS	COVERAGE(S)
IN-XXXXXX	2020-12-17 3:49 PM	JOHN SMITH	Insured at Fault	open	PD Property Damage \$870.00
					TOTAL \$870.00

CLAIM STATUS
Open - investigation is ongoing
Closed - investigation is complete

COVERAGE
Coverage lines associated with the loss

TOTAL
Total amount paid for loss

FAULT INDICATOR

Blank – Fault has not yet been determined

Other Party At Fault – Driver of other vehicle was at fault for the loss

Fault Unknown – Fault could not be determined

Insured at Fault – GAINSCO insured driver at fault

No Fault – An insured driver was not determined to be at fault

INSIDER SCOOP

- ▶ Rental vehicles through Enterprise may not require out-of-pocket expense for the insured when authorized by GAINSCO's claims adjuster. All other rental companies require insured to pay the rental company directly and file a claim request for reimbursement.
- ▶ Towing charges are paid directly to the tow company by insured. Submit claim to GAINSCO to request reimbursement.

REPORT CLAIMS

Customers may report claims 24/7 online at myaccount.GAINSCO.com

Agents and customers may also call **866.GAINSCO**

GAINSCO Quick Estimate App available for qualifying claims

GAINSCO does not endorse repair shops, customers may choose their own