



# Property & Inland Marine Claims

When there's a claim, the last thing you need to be doing is searching all over for us.

To make it as easy as possible, here's a list of our NEW phone numbers, faxes and addresses.



## Claims Mailing Address

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Great American Insurance Company  
Property & Inland Marine Claims  
P.O. Box 5440  
Cincinnati OH 45201-5440

## Main Phone Line

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Toll-free 800-584-0835  
Local 513-287-8277

## Fax Lines

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Claim fax 800-811-4751  
Local fax 513-345-6485

## Email

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General Email Address pimclaims@gaic.com

## \*\* Property & Inland Marine After Hours Claim Service

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Claims Alert Hotline for Crawford and Company 866-354-0148  
Code: 15797

## \*\* After Hours Emergency Restorations/Clean Up

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ServiceMaster 800-737-7663

## Individual Phone Numbers

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**Paul Garay**, CPCU, AIC, AMIM 513-763-7930  
Divisional Sr. Vice President 800-247-1999  
[pgaray@gaic.com](mailto:pgaray@gaic.com)

Direct Reports: Josh Schaad, Don Mueller and Dan Metsker

**Josh Schaad**, CPCU, AIC, AMIM, SCLA 513-333-6914  
Divisional Vice President 800-644-8883  
[jschaad@gaic.com](mailto:jschaad@gaic.com)

Direct Reports: Jane Eaton, Chris Hurley and Ron Todd

**Don Mueller** 513-412-4114  
Divisional Asst. Vice President 800-218-4489  
[dmueller@gaic.com](mailto:dmueller@gaic.com)

Direct Reports: Terry Eddington, Tim Beck and Dave Lancaster

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**Dan Metsker, Sr. General Adjuster**, AIC, SCLA 912-232-8596  
Recovery  
[dmetsker@gaic.com](mailto:dmetsker@gaic.com)



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### Property Team Chris – Cincinnati, OH

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<b>Christopher Hurley, Claim Manager, AIC, SCLA</b> <a href="mailto:cyhurley@gaic.com">cyhurley@gaic.com</a>	513-763-7265 888-893-7702
Peter Rolashevich, General Adjuster <a href="mailto:prolashevich@gaic.com">prolashevich@gaic.com</a>	860-683-7091 866-696-7091
Gail Salafia, Sr. Claim Specialist, AIC <a href="mailto:gsalafia@gaic.com">gsalafia@gaic.com</a>	860-683-7088 877-815-9518
Laurie Karkos, Claim Specialist <a href="mailto:ldkarkos@gaic.com">ldkarkos@gaic.com</a>	860-683-7086 877-815-9497
Teresa Minton, Claim Specialist <a href="mailto:tminton@gaic.com">tminton@gaic.com</a>	513-287-8126 866-310-3445

### Property Team Ron – Cincinnati, OH

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<b>Ron Todd, Claim Manager</b> <a href="mailto:rtodd@gaic.com">rtodd@gaic.com</a>	513-345-6413 800-233-0470
Gloria Foster, Sr. Claim Representative <a href="mailto:gfoster@gaic.com">gfoster@gaic.com</a>	513-345-6447 877-397-0114
Allyson Gentil, Sr. Claim Representative, AIC <a href="mailto:agentil@gaic.com">agentil@gaic.com</a>	513-412-4078 877-406-4006
Aurillia Tinsley, Processing <a href="mailto:atinsley2@gaic.com">atinsley2@gaic.com</a>	
Cheryl Smith, Processing <a href="mailto:Cdsmith3@gaic.com">Cdsmith3@gaic.com</a>	

### Property Team Jane – Cincinnati, OH

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<b>Jane Eaton, Claim Manager, AIC, SCLA, AMIM</b> <a href="mailto:jeaton@gaic.com">jeaton@gaic.com</a>	513-287-8214 800-241-8217
Ed Kozlove, Claim Specialist <a href="mailto:ekozlove@gaic.com">ekozlove@gaic.com</a>	513-345-6482 800-611-7957
Mike Santoro, Sr. Claim Representative, AIC <a href="mailto:msantoro@gaic.com">msantoro@gaic.com</a>	513-412-4010 877-298-0570
Jessica Donelan, Claim Representative, AIC <a href="mailto:jdonelan@gaic.com">jdonelan@gaic.com</a>	513-345-6456 877-400-6193

### Property Team Tim – Cincinnati, OH

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<b>Tim Beck, Supervisor, CPCU</b> <a href="mailto:tbeck@gaic.com">tbeck@gaic.com</a>	513-412-4604 888-862-8228
Jennifer Longano, Claim Specialist, AIC <a href="mailto:jlongano@gaic.com">jlongano@gaic.com</a>	513-287-8189 888-859-0657
Caryn Rieck, Claim Specialist, AIC <a href="mailto:crieck@gaic.com">crieck@gaic.com</a>	513-345-6418 800 457 5722
Craig Hoerst, Sr. Claim Representative, AIC <a href="mailto:choerst@gaic.com">choerst@gaic.com</a>	513-412-4206 800-300-0162
Chris King, Sr. Claim Representative, AIC <a href="mailto:cdking@gaic.com">cdking@gaic.com</a>	513-287-8144 877-400-6198



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### Property Team Dave – Denver, CO

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<b>Dave Lancaster, Claim Manager</b> <a href="mailto:dlancaster@gaic.com">dlancaster@gaic.com</a>	303-804-5116 866-930-5116
Dan Moore, Sr. General Adjuster, AIC <a href="mailto:dtmoore@gaic.com">dtmoore@gaic.com</a>	513-412-4176 877-679-4025
Angela Melton, Sr. Claim Specialist, AIC <a href="mailto:amelton2@gaic.com">amelton2@gaic.com</a>	513-763-8667 800-643-0917
Matt Beaver, Sr. Claim Representative <a href="mailto:mbeaver@gaic.com">mbeaver@gaic.com</a>	303-804-5112 800-762-2054 Extension 12

### Property Team Terry – Dallas, TX

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<b>Terry Eddington, Claim Director, CPCU, SCLA, AMIM</b> <a href="mailto:teddington@gaic.com">teddington@gaic.com</a>	972-437-7153 866-541-4762
Lauren Lehman, General Adjuster, AIC <a href="mailto:llehman@gaic.com">llehman@gaic.com</a>	972-437-7160 800-369-9213
Terrill Dukes, Claim Specialist <a href="mailto:trdukes@gaic.com">trdukes@gaic.com</a>	972-437-7191 866-541-4763
Yvette Carmouche, Sr. Claim Representative <a href="mailto:ycarmouche@gaic.com">ycarmouche@gaic.com</a>	972-497-7927 866-583-7927