

Claims Experience

Why
Maison?



Claims– It's what we do best!

At Maison, we understand that buying a home is the largest single lifetime investment a person may make. The goal of our claims team is to respond to your needs with compassion and speed and with as little disruption in your life as possible.

We do this through:

- Prompt professional 24 hour, seven days a week claims service.
- Clear communication with our policyholders so they know what is happening during the entire claims process.
- Established professional relationships with water mitigation companies, contractors, engineers, and other vendors committed to assisting in the rebuilding process.

Maison is here for you– when you need us most!

Maison is managed by insurance professionals with more than 150 combined years of coastal state insurance industry claims. Our claims leadership team has successfully managed catastrophic events that include hurricanes in Florida, Louisiana, and Texas, tornados and hail storms in the Midwest, and earthquakes in California. We understand the importance of going the extra mile to ensure catastrophe response plans are updated on a routine basis.

Our trusted team is committed to your needs and will respond with personal attention and integrity. A key ingredient to Maison's stability and success has been our team. They are not only talented and knowledgeable, but also caring.

What our customers are saying about us!

"I want to first start off by saying, thank you! Before we lost our home, we have never had to use our insurance, and have heard bad things about insurance companies. When our home caught fire, I was 160 miles offshore. Before I could get home Maison contacted me with hotel rooms lined up, and most importantly, asked how my family was... Since our claim, we purchased another home and had several insurance companies to choose from. We decided to go with Maison Insurance because we know that we will be taking care of."

Kelly N., Satisfied Policyholder

"Wow! Thank you for all your help on my claim. I didn't think this would go so smoothly. A big thanks again!"

Matthew T., Satisfied Policyholder

"I now have my home back together after my claim. I just wanted to touch base to let you know how much I appreciate Maison getting me through this most difficult time. Your professionalism and superb customer service skills will not be forgotten. You took a horrible time and made it a little bit more tolerable. It is so refreshing to know that some people still put the customer first!"

Gilda G., Satisfied Policyholder

"We just had a tree go down through a customer's home. The Maison Claim team was so helpful. Before we got off the phone with them Maison had called a local vendor to arrange to have the tree taken off the house. That is impressive!! Thanks for being so easy to work with."

Theresa J., Satisfied Agent Partner



Selected Financial Highlights for the nine-months ended and as of 09.30.16

- Demotech A, Exceptional Rating on November 18, 2016
- Policies in-force approx. 31,900, a 27% increase year over year
- Statutory surplus of \$18.0 million
- Admitted assets of \$53.1 million (\$44.9 of cash and invested assets)
- Gross premium written to surplus ratio of 2.9 to 1
- RBC Ratio above 300

Maison Insurance has carefully created a reinsurance program to Protect Your Tomorrow...Today.

Contact Us:

Customer Service
844-9-MAISON, Option 4

Claims
844-9-MAISON, Option 1

URL
MaisonIns.com

