



## WHOM TO CALL

Call us toll free at **(800) 228-1930** or use our direct dial phone numbers. To expedite your call, please have your CAU account number or policy number available.

### YOUR CUSTOMER SERVICE CONTACT

All service requests, such as change requests and coverage inquiries should be directed to our customer service representatives.

**Debra Smart**

**Extension: 7112**

**Direct Dial: (267) 757-7112 Fax: (267) 757-7412**

**Email: [dsmart@cauinsure.com](mailto:dsmart@cauinsure.com)**

### CLAIMS REPORTING

To report a claim:

Go to our web site at: [www.cauinsure.com](http://www.cauinsure.com). Click the "Claims" button for Claims Forms and reporting instructions.

**Direct Claims Email:** [dclaims@cauinsure.com](mailto:dclaims@cauinsure.com)

**Direct Claims Fax:** **(267) 757-7424**

**For general claims questions call:** **(267) 757-7128**  
**(267) 757-7131**

All claims must be reported by a member of the association's board of directors or your property manager.

### CERTIFICATES OF INSURANCE

Unit owners can obtain certificates of insurance by means of the following:

1. Go to our web site at: [www.cauinsure.com](http://www.cauinsure.com). Click the "Certificates of Insurance" button and follow the prompts.
2. Complete the CAU Certificate of Insurance Request Form which can be found in your policy packet or call (267) 757-7110 for instructions on how to obtain this form. Send the completed form to CAU in one of the following ways:
  - Fax the CAU Certificate of Insurance Request Form to:  
**(267) 757-7410**
  - Mail the CAU Certificate of Insurance Request Form to:  
**Certificate Department – CAU, 2 Caufield Place, Newtown, PA 18940**

Online and faxed certificate of insurance requests are processed within 24 business hours.

### BILLING INQUIRIES

All questions about your payment plan or invoices should be directed to our accounting department.

**Jane Hutchinson**

**Extension: 7123**

**Direct Dial: (267) 757-7123 Fax: (267) 757-7423**

**Email: [jhutchinson@cauinsure.com](mailto:jhutchinson@cauinsure.com)**

**Patricia Williams**

**Extension: 7122**

**Direct Dial: (267) 757-7122 Fax: (267) 757-7422**

**Email: [pwilliams@cauinsure.com](mailto:pwilliams@cauinsure.com)**

### YOUR LOCAL OFFICE

Please direct inquiries pertaining to new or renewal policies or additional coverage to your local office.

**Amy S Clements**

**Phone: (800) 228-1930**

**Fax: (267) 757-7481**

**Email: [aclements@cauinsure.com](mailto:aclements@cauinsure.com)**