



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

Direct Reports: Don Mueller, Dan Metsker, Jane Eaton, Chris Hurley, Aurillia Tinsley and Cheryl Smith

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Direct Reports: Terry Eddington, Tim Beck and Dave Lancaster

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**Dan Metsker, Sr. General Adjuster**, AIC, SCLA 912-232-8596  
Recovery  
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Aurillia Tinsley, Processing  
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Cheryl Smith, Processing  
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**GREAT AMERICAN**  
INSURANCE GROUP

### Property Team Chris – Cincinnati, OH

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**Peter Rolashevich, General Adjuster** 860-683-7091  
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**Gail Salafia, Sr. Claim Specialist, AIC** 860-683-7088  
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**Laurie Karkos, Sr. Claim Representative** 860-683-7086  
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**Teresa Minton, Claim Specialist** 513-287-8126  
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### Property Team Jane – Cincinnati, OH

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**Ed Kozlove, Sr. Claim Representative, AIC** 513-345-6482  
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**Mike Santoro, Sr. Claim Representative, AIC, AMIM** 513-412-4010  
[msantoro@gaic.com](mailto:msantoro@gaic.com) 877-298-0570

**Allyson Gentil, Claim Representative, AIC** 513-412-4078  
[agentil@gaic.com](mailto:agentil@gaic.com) 877-406-4006

**Jennifer Longano, Sr. Claim Representative, AIC** 513-287-8189  
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### Property Team Tim – Cincinnati, OH

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### Property Team Dave – Denver, CO

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Extension 12

**Caryn Nagel, Claim Specialist, AIC** 513-345-6418  
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### Property Team Terry – Dallas, TX

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