



**INSURANCE  
AGENCY**

A DIVISION OF WINSTAR INSURANCE GROUP

# IN-HOUSE CLAIMS DEPARTMENT

**EXCEPTIONAL SERVICE & SUPPORT  
DURING EVERY STEP OF THE  
CLAIMS JOURNEY**

[www.aiainsagency.com/claims](http://www.aiainsagency.com/claims)

We understand that auto accidents can be stressful, but we're here to make the claims process as seamless as possible for you. In the event of an auto accident, here's what you need to do:

- **Contact Your Supervisor:** Notify your supervisor immediately and provide them with all relevant claim information. Your prompt communication is crucial for initiating the claims process efficiently.
- **Gather Claim Information:** Your supervisor will gather all necessary details about the accident. This includes information about the vehicles involved, any injuries sustained, and the location and time of the incident.
- **Call Your Claim Contact:** Your supervisor will then reach out to their designated claim contact here at AIA Insurance Agency. Our dedicated team member will guide you through the entire claims process, ensuring that your claim is reported in a timely manner.



## MARENA WILLIAMS

Claims Specialist

(512) 628-5055

[mwilliams@aiainsagency.com](mailto:mwilliams@aiainsagency.com)

**We're committed to  
providing you with  
exceptional service and  
support during every step of  
the claims journey.**

**Rest assured that we're here  
to assist you whenever you  
need us.**

**Should you have any  
questions or concerns, please  
don't hesitate to reach out to  
us. We're always here to help!**