



Claims Reporting Instructions

What is a claim?

A “claim” is a demand for money or service (asking you to do something).

Claims come in all forms: demands letters, emails from buyers, lawsuits, requests to attend arbitrations or mediations or other alternative forms of dispute resolution.

When in doubt, contact us! We are more than happy to review and talk to you about whatever you received.

When should I tell you about a claim?

Please contact us as soon as you receive something in writing demanding money or a service (asking you to do something). It can be as simple as an email from the buyer after the close of escrow. When in doubt, contact us!

You must report the claim within ten days of receipt of the claim notice. Claims must be made and reported during the twelve month coverage period and within 10 days of receipt of the claim notice.

How do I report a claim?

You can simply email or call!

sellerclaim@cresinsurance.com (858) 676-9854

Please include your name, contact info, property address and close of escrow date and all claims related documents. Also, let us know when you first received the documents.

What happens after a claim is reported?

We'll set up a claim file and assign a claim number. You will receive an email with your claim number and adjustor's contact info. The adjustor will contact you within two business days to talk about your claim.

Please do not talk to the buyers, their agent, or any legal representatives about the claim.