

Update to Our Policyholders and Producers

Dear Louisiana Citizens Policyholders and Producers,

As the COVID-19 situation continues to evolve, our greatest priority at Louisiana Citizens Property Insurance Corporation (LCPIC) is supporting and serving you. We are not only prepared for natural catastrophes, but over the last three years we have also prepared for a complete remote work environment. Please know that our proactive, continued preparation now ensures that we are well positioned to manage through this period with minimal disruption. Our goal is to continue seamlessly serving and supporting you. All LCPIC employees, including our Customer Service, Underwriting, and Claims Departments, are working remotely and fully operational to serve you.

LCPIC Customer Service and Underwriting

We have the following ways to contact Customer Service or Underwriting.

- You may call us at 504-831-6930 or 1-800-568-6455.
- You may also email policyadmin@lacitizens.com.
- Policyholders, you can also contact your insurance agent.

Make a Payment

- The easiest way to make a payment is on our website www.lacitizens.com.
- Contact your producer and they can enter the payment in our EPIC system.
- You may call our Customer Service Department at the numbers listed above and they will enter the payment for you.
- We also have a mailbox located outside our main office door. Our office is located at 1 Galleria Blvd Suite 720, Metairie LA, 70001.

LCPIC Claims Department

As a nimble organization focused on service, we stand ready to serve you in times of disaster. We have prepared for such disruptions and we are able to continue operations.

Submit a New Claim

- Online is the easiest way to submit a claim 24/7. Simply log into your account at www.lacitizens.com, here you can file a claim quickly AND/OR check the status of an existing claim.
- Claims may be reported by phone at 1-888-568-6455 – option 3.
- You may also report a loss by contacting your Producer directly.

LCPIC is committed to being responsive, service-minded, and flexible in your time of need. We are here to serve and we encourage you to contact us if we can be of any assistance.

Sincerely,
Richard Newberry
Chief Executive Officer
Louisiana Citizens Property Insurance Corp.