



Claims Quick Reference Guide

At Kemper Personal Insurance, we aim to deliver the best possible claims service to you and your customers. We provide a number of resources to make it easier to report claims, get status, and address specific claim situations.

Reporting Claims

Direct reporting (24 hours, countrywide)	888.252.2799, Option 4, then 3
Direct reporting fax number	877.329.5367
Kemper glass program	888.252.2799, Option 4, then 1
Roadside Assistance emergency service, customer service	855.849.3858

Checking Claim Status/Assistance with Existing Claims

General claim status/disposition	Visit Agent Inside, select Claim Inquiry. Enter claim number in search field for status and assigned Claim Representative. (Always try to reach the assigned adjuster first). See job aid for more.
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Auto Claims

Glass and towing claim follow-up		glass@kemper.com
Janice Adkins	800.353.6737 x1351194	janice.adkins@kemper.com
Ryan Semien	800.353.6737 x1664521	rsemien@kemper.com
John Alexander	469.597.8502	jalexander2@kemper.com
To submit towing or emergency service bills for reimbursement		towing@kemper.com

All auto claims (except glass and towing)

Glenn Marryat	800.353.6737 x1351627	gmarryat@kemper.com
Jeff Varner	800.353.6737 x1351643	jvarner@kemper.com
Deirdre Fisher	800.464.5108 x4236010	dlfisher@kemper.com

Total loss

Priscilla Tennison	800.353.6737 x8073377	ptennison@kemper.com
Dee Reich	800.353.6737 x8072203	areich@kemper.com
Charles Harple	972.807.1168	charple@kemper.com
Jeff Kauser	800.353.6737 x1351267	jkauser@kemper.com

Homeowner Property Claims

Homeowner property claims are handled out of our North Carolina and Arizona offices and in the field across the country. Use Agent Inside to identify the adjuster (Claim Representative) and Claim Supervisor. If you do not receive a call back, you can reach out to these senior leaders:

Mark Collier	888.227.5004 x7852	mcollier2@kemper.com
Jeannette Web	800.353.6737 x5877833	jwebb2@kemper.com

Additional Contacts

Joe Van Osten, Assistant Vice President—Claim, Kemper Personal Insurance—Auto	281.627.7802 (cell)	joe.vanosten@kemper.com
Ken Moraski, Assistant Vice President—Claim, Kemper Personal Insurance—Property	888.227.5004 x6018	kmoraski@kemper.com
Mick Zondory, Vice President—Claim, Kemper Personal Insurance—Auto and Property	336.488.0145 (cell)	mzondory@kemper.com

Kemper Personal Insurance Agent Care Support Hotline

If you are unable to reach an adjuster or Claim Supervisor, call 800.321.5344, Option 1, then ext. 1711563, to speak with a claims service specialist. For escalation of issues, you can also email us at agentcareclaims@kemper.com.