

Auto Glass Loss Reporting Process

To report an auto glass only loss, please call **855-889-6691**. You will be assisted by a representative from Gerber National Claim Services. Please have your policy information available for the call.

The following information is required to set up your glass claim.

1. Policyholder business name (your company name)
2. Policyholder business address (your business address)
3. Name of claim contact person
4. Claim contact email address & phone number (Required)
5. Policy number
6. Date of loss
7. Cause of loss
8. Location loss state
9. Damage description: Glass part involved, size/extent of damage, location of damage on the glass.
10. Vehicle description: Year, make, model, VIN, license plate number, state of registration.



We will confirm your policy coverage and contact you to set up an appointment. We would then be happy to select a shop for you from our managed repair network. Those shops do provide a lifetime warranty on their glass installation. All network shops offer mobile service for your convenience. If you have a shop you prefer to use, please have that information available for the call.

If your vehicle has safety features, we will assist you with getting your vehicle recalibrated and back on the road. We're looking forward to helping you!

