

Have a complaint or need help?

If you have a problem with a claim or your premium, call your insurance company or HMO first. If you can't work out the issue, the Texas Department of Insurance may be able to help.

Even if you file a complaint with the Texas Department of Insurance, you should also file a complaint or appeal through your insurance company or HMO. If you don't, you may lose your right to appeal.

Velocity Risk Underwriters, LLC

To get information or file a complaint with your insurance company or HMO:

Velocity Specialty Insurance Company

Certain Underwriters at Lloyd's - Syndicate 1458

United Specialty Insurance Company

Emerald Bay Specialty Insurance Company

Harleysville Ins Co of New York

Call: Managing General Agent Coverholder at 1-844-878-1267

Email: complaints@velocityrisk.com

Mail: 10 Burton Hills Blvd. Suite 300 A Nashville, TN 37215

Velocity Specialty Insurance Company

Email: complaints@velocityrisk.com

Mail: 10 Burton Hills Blvd. Suite 300 B Nashville, TN 37215

Certain Underwriters at Lloyd's - Syndicate 1458

Email: complaints@lloyds.com

Mail: 18th Floor, 125 Old Broad Street, London EC2N 1AR, United Kingdom

United Specialty Insurance Company

Email: legalcompliance@statenational.com

Mail: 1900 L. Don Dodson Drive Bedford, TX 76201

Emerald Bay Specialty Insurance Company

Email: compliance@emeraldbayrisk.com

Mail: 177 Madison Ave, Suite 1004, Morristown, NJ 07960

Harleysville Ins Co of New York

Email: mike.richard@nationwide.com

Mail: One Nationwide Plaza Columbus, OH 43215-2220

The Texas Department of Insurance

To get help with an insurance question or file a complaint with the state:

Call with a question: 1-800-252-3439

File a complaint: www.tdi.texas.gov

Email: ConsumerProtection@tdi.texas.gov

Mail: Consumer Protection, MC: CO-CP, Texas Department of Insurance, P.O. Box 12030, Austin, TX 78711-2030