

Contact Information: Tower Hill Specialty

Customer Service & Billing

Billing and Payments

Call: 888.795.7256, Press 3

To sign up for recurring payments and electronic policy delivery, direct customers to Customer Login on THSpecialty.com.

Claims

RPM Claims Tab: Via customer policy – submit FNOL online, track a claim, and review claims details.

Call: 888.795.7256, Press 2 (8am-5pm EST M-F)

Email: Claims@THSpecialty.com

CastleCare for Emergency and Repair Services is available 24/7.

Call CastleCare at 844.TOWER.11. Our contractor referral program, offers a 5-year guarantee on workmanship and 1-year on materials.

Property Policies

Payments

Tower Hill Specialty, Dept #3165
P.O. Box 2252 | Birmingham, AL 35246-3165

Overnight Payments

Tower Hill Specialty
Lockbox Services Lockbox # 865001
11050 Lake Underhill Rd | Orlando, FL 32825

REV MAY 2019

RPM (Rating & Policy Management)

Log in to RPM through THSpecialty.com to...

- Create a quote
- Make policy changes
- Print/view policy documents
- File a claim

Agent Manuals: By program and carrier

Dashboard: Agency metrics (based on login rights)

Document Archive: Agency Reports & Commission Statements, Policy Documents

Support Documents: Agent Bulletins, Product Documents (FAQs), and Help & Training Materials

THSpecialty.com Quick Links

Agent Login: Access RPM through this secure agent portal.

Learning Center: Designed as an educational tool for your customers, the Learning Center includes videos, articles and tips.

Social Media: Our Facebook, Twitter and LinkedIn sites are filled with tips to share with your customers.



888.795.7256 | THSpecialty.com
8am - 5pm EST, Monday through Friday

Contacts

Sales & Account Management

MICHAEL KAMMERER
Senior Sales Director
513.833.8197
mkammerer@thspecialty.com

NATALIE FITE
Agency Operations Manager
513.833.8193
nfite@thspecialty.com

SHAUNA VOGT
Agency Operations Specialist
513.833.8166
svogt@thspecialty.com

GLENNA BOEDKER
Training Manager
513.833.8165
gboedker@thspecialty.com

Personal Lines Underwriting

For Underwriting questions, please contact us by phone or email.

Call: 888-795-7256, Press 4, Then 1

Email: underwriting@thspecialty.com

Follow Tower Hill Specialty on social media to get all our latest news

