



# DEPARTMENT OF LAW

## City of Chicago Claims Unit

2 N. LaSalle St., Suite 350 Chicago, IL 60602

Voice: 312-744-5650 • Fax: 312-744.-5449

cityofchicagoclaims@ccmsi.com



## FAQ'S

- The Chicago Claims Unit (CCU) processes the following types of claims against the City of Chicago:
  - o Motor vehicle accidents involving personal injury or property damage
  - o General liability claims involving property damage, such as vehicle damage from a road condition
  - o General liability claims involving personal injury, such as from a fall on public property
- Claim forms and additional information available online:  
<https://www.chicago.gov/city/en/depts/dol/provdrs/claims.html>
- Claims may be filed by completing the applicable claim form and submitting it by:
  - o Email - cityofchicagoclaims@ccmsi.com
  - o Mail - 2 N. LaSalle Street, Suite 350, Chicago, IL 60602
  - o Facsimile - 312-744-5449
  - o In person - 2 N. LaSalle Street, Chicago, IL 60602. No appointment required for in-person drop off. Call the general number, 312-744-5650, from the lobby or let building security in the lobby know you are there for CCU.
- Business hours - Monday thru Friday, 8 am to 5 pm
- Types of supporting documentation required for claims:
  - o For property damage claim - two written itemized estimates on company letterhead or an itemized paid invoice with proof of payment
  - o Any documentation to support the claim. Depending on the nature of the claim, certain types of documents are essential, such as an Illinois Traffic Crash Report, photographs, video, witness statements, or medical records
- Claims are assigned to claims handlers who can be reached by phone or individual email throughout the claims process. Contact information will be provided to the claimant once the claim has been assigned to a claims handler.

CCU is within City of Chicago Department of Law, Torts Division

