

**St. Joseph Real Estate Services Corp.
St. Luke Benefit and Insurance Services Corp.**

Claim Reporting Instructions

July 1, 2022 to July 1, 2023

Immediate, direct reporting of claims ensures that insurance adjusters are promptly notified of losses, enabling them to initiate appropriate investigation and timely resolution of your claim. Insurance adjusters have the capacity to receive reports of claims on a “24/7” basis. Therefore, while other claim reporting options are available to you, we encourage Direct Reporting of claims while providing you with Aon’s support to ensure proper handling and resolution of catastrophic losses, and coverage issues.

The forms you are to use for claims (can be found on the Diocese web site)

- **2022 Work Comp First Notice of Claim Acuity Nurse Hotline**
- **2022 When to call Aon - GL Property claim reporting**
- **2022 Incident Report Form - Property Auto GL**

Discard any prior versions of the Claim Reporting Instructions and Incident Report Forms. Policy numbers change from year to year.

Complete the appropriate form and submit per the information below.

Property, Liability and Crime Claims

Insurance Carrier: Catholic Mutual Group (CMG)
Policy Number: 8878
Policy Term: 07/01/2022 to 07/01/2023

- Complete the Incident Report Form
- Submit form to CMG per below and send a copy to Aon at laura.erdmann@aon.com

E-mail to: reportclaim@catholicmutual.org

Phone: 1-800-228-6108 Ext. 2410

Auto Claims

Insurance Carrier: Church Mutual Insurance Company
Policy Number: 0500232-09-422879
Policy Term: 07/01/2022 to 07/01/2023

- Complete the Incident Report Form
- Submit form to Church Mutual per below and send a copy to Aon at laura.erdmann@aon.com

E-mail to: claimsintake@churchmutual.com

Phone: 1-800-554-2642 Option 2

Workers' Compensation

Insurance Carrier: Acuity

Policy Number: ZK2800

Policy Term: 07/01/2022 to 07/01/2023

- All claims should be filed directly with Acuity via a phone call to **800.200.6375**
- For non-emergency injuries we ask that Acuity be contacted before employee seeks care.
- Ensure your injured employee is with you when making the initial call to Acuity as they will need to provide information to get the claim started.

When to Call Aon

All claims are to be filed directly with the carrier. If at any time you feel uncomfortable with a particular claim situation, please contact your Aon claims representative. Clients frequently seek our assistance and expertise when claims involve catastrophic losses, questionable liability issues, contract language issues, or claims involving questionable coverage. Some examples:

- Losses involving serious injury or death
- Major fire and other property losses
- Losses of a “sensitive” nature requiring confidential and discreet handling
- Losses requiring assistance in “crisis management”
- Situations where you are being asked to defend and/or indemnify another party due to contract language
- Situations involving additional insured coverage you provide to another party
- Questions as to which type of policy to report a claim under (e.g., auto versus general liability)
- Dissatisfaction with insurance company claims representative or their response time

Things You Should Know – Helpful Hints

- In the event of property damage, you are responsible for protecting the property from further damage after the initial loss.
- Your policy allows you to make emergency repairs to protect your property from further damage. Keep all pertinent documentation.
- Discuss your claim only with those persons who properly identify themselves as your claims representative, your counsel or fire and law enforcement officers.

Other Considerations

Clearly identify to the insurance claims representative who in your organization will make final decisions during the adjustment process.

If you have contractors you prefer, or repair facilities you wish to use, please make them known to the claims representative.

The insurance company is entitled to inspect and appraise the damage. If they are aware of your repair preference, joint inspections can assist in arriving at agreed repair or replacement figures.