



# Claims Reporting

By using Berkshire Hathaway GUARD Insurance Companies' toll-free claims reporting number, you enable us to process the claim much faster, facilitating prompt, appropriate treatment for the injured party. Benefits include reduced paperwork (because we complete the required forms), less time away from work for the injured employee (because we establish light- and modified-duty assignments when available), and potential insurance savings because of improved claims experience!

## 1-888-NEW-CLMS

6 3 9 2 5 6 7

is Berkshire Hathaway GUARD's Claims Hotline.

Call to report ALL new Workers' Compensation claims!

### Customer Service

**Need Help? Have Questions?**  
Call Customer Service at  
**1-800-673-2465** or visit our  
**Policyholder Service Center:**  
<https://policyholder.guard.com>

Our Customer Service staff is available from 8 AM to 7:30 PM ET, Monday through Friday. If you are unable to call during the prescribed hours, you can leave a message with our after-hours voice mail. We guarantee you will receive responses by early the next business day. Our on-line Policyholder Service Center is available 24/7!

Contact us for:

- Changes of name and address;
- Miscellaneous requests for policy or audit information or questions about the content of our policies;
- Installment and payment due date information;
- Questions about claims reporting, medical management activities, and claims transactions;
- Requests for information about our products and services . . . and much more!

### When calling:



- Contact us immediately; only the administration of emergency care should come first.
- Both the employer (or a designated representative) AND employee should jointly make the call whenever possible.
- The whole process should take about 15 minutes, and we do all the paperwork!
- The employer's tax identification and policy numbers will be needed as well as the employee's social security number and personnel file plus any accident reports.
- When appropriate, alternatives for light- or modified-duty will be discussed.
- If a later follow-up call is required, use the same toll-free number, and our automated telephone attendant will direct you to the appropriate staff.



Berkshire Hathaway  
**GUARD** Insurance  
Companies