

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 <u>we</u> 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

is Berkshire Hathaway GUARD's Claims Hotline.

Call to report ALL new Workers' Compensation claims!

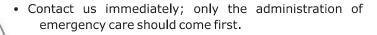
Customer Service
Need Help? Have Questions?
Call Customer Service at
1-800-673-2465 or visit our
Policyholder Service Center:
https://policyholder.guard.com

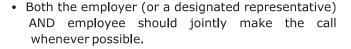
Our Customer Service staff is available from 8 AM to 7:30 PM ET, Monday through Friday. If you are unable to call during the prescribed hours, you can leave a message with our afterhours voice mail. We guarantee you will receive responses by early the next business day. Our on-line *Policyholder Service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





 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.

