



York Claims Service, Inc.

VICTOR O. SCHINNERER & COMPANY, INC. FOREST PRODUCTS INSURANCE PROGRAM CLAIMS REPORTING INSTRUCTIONS

York Insurance Services Group, Inc. is the claims administrator of the Victor O. Schinnerer & Company Inc. Forest Products Insurance Program on behalf of Chartis Insurance and its subsidiaries: New Hampshire Insurance Company, Granite State Insurance Company, Illinois National Insurance Company and National Union Insurance Company.

As your claims adjusting service, we strive to provide you with excellent service in concert with fair claims handling.

Below are the procedures for reporting your claims to York. Once we have received your claim information, you will be contacted by one of our professional adjusters to gather further information to enable us to handle the claim in a timely manner in accordance with state laws. The best claims results are achieved through ongoing communication between you and our adjuster.

The York Claims Intake Center is ready to accept new losses and provides three ways for you to submit new loss reports:

1. E-MAIL: yorkclaimsintake@york-claims.com
2. FAX: (800)-393-8104
3. PHONE: (866) 391-9675

IMPORTANT!

- To expedite the handling of your newly reported loss (preferably an Acord Loss Report Form), please be sure to include your YORK Client Code - 1967 with each new loss report.
- Identify your agency name and location
- Notices that do not require action ("incident reports") should be clearly marked "INCIDENT ONLY".
- When you e-mail/call/fax, please have this information available:
 - o YORK Client Code: 1967
 - o Your Insurance Agency Name
 - o Insured's address, phone number, and Insurance Agency Name
 - o Date of Accident
 - o Your involved employee(s) name, address and phone number
 - o Other involved parties name, address and phone number
 - o Accident/Incident Specifics
 - o Policy Number

The YORK Claims Intake Center will review all claims notices upon receipt and assign to a YORK handling branch office. A claim acknowledgement will then be transmitted to you advising of the YORK claim number and the adjuster assigned to the claim.

Your local contact for problems or questions:

Michael Bentz, Branch Manager, (916) 746-8868
York Insurance Services Group, Inc.
201 Creekside Ridge Ct., Suite 150
Roseville, CA 95678

-or-

Your insurance broker