

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

**Claim Reporting Instructions**

July 1, 2021 to July 1, 2022

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:**

- **2021 Incident Report Form - Workers Compensation**
- **2021 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:** 07/01/2021 to 07/01/2022

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

E-mail to: [reportclaim@catholicmutual.org](mailto:reportclaim@catholicmutual.org)

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

**Auto Claims**

**Insurance Carrier:** Church Mutual Insurance Company  
**Policy Number:** 0500232-09-247224  
**Policy Term:** 07/01/2021 to 07/01/2022

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

E-mail to: [claimsintake@churchmutual.com](mailto:claimsintake@churchmutual.com)

Phone: 1-800-554-2642 Option 2

## Workers' Compensation

**Insurance Carrier:** Acuity

**Policy Number:** ZK2800

**Policy Term:** 07/01/2021 to 07/01/2022

- 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

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.