

Claims Reporting Procedures for Property Claims

Property Claims should be reported to:

ACWA JPIA
P.O. Box 619082
Roseville, CA 95661
(916) 786-5742
(800) 231-5742
FAX (916) 786-0209
E-mail: claims@acwajpia.com

To report **emergency** claims after 4:30 p.m., please contact:

VeriClaim, Inc.
(877) 824-6615
Jim Stewart (916) 548-8283
Casey McClintock (916) 607-6360

All claims should be telephoned in, and later followed by a written report.

- A. In the event of a loss, the following procedure should be followed:
1. Secure the premises or equipment from further loss. If necessary, rent a fence or hire a guard.
 2. Make a list of items that were damaged or destroyed, including their value.
 3. If appropriate, the ACWA JPIA will assign a field adjuster who will contact the Member Agency immediately. If the loss appears to be over the pooled amount, the ACWA JPIA will notify the excess insurance company.
 4. The adjuster and appropriate agency personnel should meet at the site as soon as possible to assess the damages and coordinate any necessary repairs.
- B. All claims (auto or non-auto) should be submitted to the ACWA JPIA immediately (**but in no event later than thirty (30) days**) utilizing the appropriate Incident Report Form available on the website at following link: <http://www.acwajpia.com/Claims.aspx>

- C. The settlement of claims for repairs to vehicles or mobile equipment can be expedited if the following guidelines are adhered to:
1. Two estimates from local repair shops and photographs should be submitted on all claims.
 2. All claims can be subject to an independent appraisal. The ACWA JPIA will assign the independent appraiser, as needed.
 3. Repairs should not be authorized or started:
 - a. Prior to review of the repair estimates by the ACWA JPIA;
and
 - b. Prior to authorization of the appropriate estimate.
 4. Vehicles and mobile equipment should be stored at the Member Agency's facilities whenever possible in order to save storage charges.

Claims Reporting Procedures **for Boiler and Machinery Claims**

Boiler and Machinery claims should be reported by phone directly to the ACWA JPIA, followed by a written description submitted on the Incident Report Form.

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To report **emergency** claims after 4:30 p.m., please contact:

Christopher Nimr
Crawford Global Technical Services
(925) 945-6175
Email: Christopher_nimr@us.crawco.com

Claims Reporting Procedures **for Employee Fidelity Claims**

Employee Fidelity claims should be reported directly to the ACWA JPIA, either by phone or by a general written description of the loss and the amount of the claim.

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