

Insurance

Reporting a Claim as a Foursquare Church, School, Camp or District

Filing an insurance claim can be stressful, but we have arranged for claims administrators to help you 24 hours a day, 7 days a week. The following information will let you know who to contact and what information you will need to provide when filing a claim under your property, commercial general liability, auto liability, auto physical damage, workers' compensation, activities and crime insurance.

Property Insurance

To report a claim under your property insurance please call our property claims administrator Crawford & Company 24 hours a day, 7 days a week at **877.346.0300**, or e-mail them at claimsalert@us.crawco.com.

You will be asked to provide the following information regarding your property claim:

- Church legal name (not the slogan name)
- Church code number
- Date, time and location of the incident
- Extent of damages
- Approximate dollar amount of the damages
- Peril causing the damage (wind, hail, etc.)

For claims involving a theft, you will also need a list of items taken, with make, model and price. You will also need to secure a police report.

On all property claims, the insurance carrier now applies a depreciation amount to the claim payment. This amount, however, is recoverable. Once the repairs have been made or property replaced, provide documentation of the repairs or replacement to the adjuster handling your claim.

Commercial General Liability Insurance

To report a claim under your commercial general liability insurance please call the claims administrator ESIS/Teleclaim 24 hours a day, 7 days a week at **866.270.3343**.



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You will be asked to provide the following information regarding your commercial general liability claim:

- Church legal name (not the slogan name)
- Church code number
- Date, time and location of the incident
- Extent of damages
- Name and address of any authorities contacted
- Name and address of any witnesses
- Name and address of any attorneys involved

A general liability claim will sometimes involve litigation (summons and complaint, etc.). If this is the case, it is imperative that you contact the Foursquare corporate legal counsel at **213.989.4210** immediately for additional instructions.

Additionally, for any allegations, claims or accusations of sexual misconduct, please contact the Foursquare corporate legal counsel immediately. The policy covering these situations prohibits the local Foursquare church, school, etc., handling this matter on their own.

Commercial Vehicle Insurance

> Auto Liability Claims

To report a claim under your auto liability insurance, please call our auto liability claims administrator, ESIS/Teleclaim, 24 hours a day, 7 days a week at **866.270.3343**.

> Auto Physical Damage Claims

To report a claim under your auto physical damage insurance, please call our auto physical damage claims administrator, Crawford & Company, 24 hours a day, 7 days a week at **877.346.0300**, or e-mail claimsalert@us.crawco.com.

You will be asked to provide the following information regarding your commercial vehicle claim:

- Church legal name (not the slogan name)
- Church code number
- Date, time and location of the incident



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- Authorities contacted
- Year, make and model of the church vehicle involved
- Name of the driver
- Extent of the damages to the church vehicle
- Other pertinent details such as who was at fault, how the accident occurred, injuries and/or fatalities
- If another vehicle was involved, you will be asked the name of the driver and owner, year, make, model of that vehicle, insurance data and extent of damages.
- You may be asked to secure a police report and repair estimate for your vehicle; the adjuster will advise if this is the case.

Workers' Compensation Insurance

To report a claim under your workers' compensation insurance please call the administrator, ESIS/Teleclaim 24 hours a day, 7 days a week at **866. 270.3343**.

It is imperative that all workers' compensation claims be reported immediately. Delays in reporting can subject the church/school to fines and penalties imposed by their respective states.

You will be asked to provide the following information regarding your workers' compensation claim:

- Church legal name (not the slogan name)
- Church code number
- Name, address and phone number of the injured worker
- Social Security number of the injured worker
- Age, gender, marital status and number of dependents
- Date of hire; length of time in current position
- Current wage information
- When/where and how the injury occurred
- Date the injury was reported to you
- Type of injury
- Body part(s) injured
- Name of any witnesses
- Name and address of physician and/or hospital
- Estimated amount of time employee will lose due to injury
- Any reason(s) to question this injury



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Activities Insurance

To report a claim under your activities insurance, download the activities insurance claims kit and guidelines, available at foursquare.org/insurance. Mail the completed form and any billing that has been received to the address at the top of the claim form.

The claim must be reported and medical treatment started within 90 days of the incident. There is a deductible of \$100, which is the responsibility of the church/school to pay. The carrier will advise where, when and to whom this is payable.

The activities claims kit is available for download at foursquare.org/insurance. If you have any questions, call the Foursquare Insurance Services Department at **888.635.4234**, or e-mail us at insurance@foursquare.org

Crime Insurance

To report a claim under your crime insurance coverage, please call the Foursquare Insurance Services Department at **888.635.4234**, or e-mail us at insurance@foursquare.org.

Foursquare Insurance should be notified immediately after the occurrence of the incident that gives rise to the claim, but must be submitted no later than four months after the incident date. If an employee causing the loss is terminated, the report to Foursquare Insurance must be made within thirty days of the termination.

Employee theft and dishonesty claims occurring over a period of time (eight months, for example) will be processed as one claim with one date of loss and one deductible.

You will be asked to provide the following information:

- **Sworn Proof of Loss Statement.** The adjuster handling the claim will assist you with this.
- **Police Report.** A report of the incident must be made to the local law enforcement authorities in order for coverage to be valid.
- **Independent Audit.** An audit of church financial records performed by an outside accounting firm to establish the value of the claim is required. The expenses of the audit are the sole responsibility of the church.

