

**Everest Insurance** ®  
477 Martinsville Road  
P.O. Box 830  
Liberty Corner, NJ 07938-0830  
Tel: 908.604.3000 Fax: 908.604.3525



January 28, 2019

Re: Revised Claim Handling and Reporting Process

Dear Valued Policyholder,

As a valued business partner and customer we are pleased to share with you plans to enhance our organizational claims strategy.

Everest Insurance™ has a successful record of partnering with Third Party Administrators (TPAs) to handle claims on multiple lines of business. Through close coordination by the Everest Claims Staff, we work with our TPA partners to provide superior claims service and outcomes for our clients, brokers and business partners. Building upon our strong Claims Management Practices, we have expanded our partnership with American Claims Management, (ACM) to handle new claims received on or after February 4, 2019. This will include claims received on inforce, new, and renewal policies. Sedgwick will continue to direct handle claims reported prior to February 4, 2019.

Our partnership with ACM allows us to leverage their industry leading technology, systems capabilities, and superior customer service while continuing to provide exceptional Claims Management services to our clients. We are excited about the alliance we have formed with ACM, and the complimentary capabilities they bring that will enable Everest to provide claims services and outcomes that are best in class.

**POLICYHOLDER CLAIM REPORTING INSTRUCTIONS:**

**When reporting any new claim on or after February 4, 2019 (regardless of loss date) please contact ACM using one of the below options:**

- Option # 1 (Preferred): Toll-Free PHONE Reporting: (866) 671-5042
- Option # 2: Toll-Free FAX Reporting: (619)-744-5030
- Option # 3: Email Claim Reporting: ReportAClaim@ACMClaims.com

If you wish to speak directly with an Everest Claim Representative regarding this change, please refer to the following contact information below:

Tim Roberts, Vice President-Workers Compensation Claims  
714-371-9608  
[Tim.Roberts@everestre.com](mailto:Tim.Roberts@everestre.com)

For claims reported prior to this date please continue to use the Sedgwick contact information below.

Sedgwick  
PO Box 14442  
Lexington, KY 40512-4442  
1-855-268-2946  
[9078DentalB&B@sedgwickcms.com](mailto:9078DentalB&B@sedgwickcms.com)

Thank you for your continued partnership.

Sincerely,

*Patrick M. Stetz*

Patrick M. Stetz, Esq.  
Head of Claims Operations  
Everest Insurance®