

# UtilitySure®

## CLAIM REPORTING INSTRUCTIONS

For the fastest possible service, please report all UtilitySure Program claims as follows:

***For CHARTIS Policyholders: Property, Inland Marine, General Liability, Crime, Automobile and Umbrella***

All claims for the UtilitySure program regardless of severity or location should be reported to the YORK Claims Intake Center. The YORK Claims Intake Center is ready to accept new losses and provides four ways for you to submit new loss reports:

1. **Email:** [UtilitySure@yorkrsg.com](mailto:UtilitySure@yorkrsg.com)
2. **FAX:** (973) 404-9034
3. **Telephone:** (866) 391-9675 (YORK)
4. **Mail:** YORK Claims Service, Inc.  
99 Cherry Hill Road, Suite 102  
Parsippany, New Jersey 07054

### **Important!**

- To expedite the handling of your newly reported loss, please be sure to include your YORK Client Code with each new loss report!
- The YORK Client Code for the program is 3275.
- Notices that do not require action (“incident reports”) should be clearly marked “REPORT ONLY”.

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

***For ZURICH Policyholders: D&O Claim Reporting Procedures***

Notice of **Claim**, Potential **Claim** or **Coverage Event**:

1. **Email:** [msgclms@zurichna.com](mailto:msgclms@zurichna.com)
2. **FAX:** (973) 404-9034
3. **Mail:** Attn: Zurich North America - Management Solutions Claims  
P.O. Box 968041  
Schaumburg, IL 60196-8041

Address for Notice of loss or situation under Crime Coverage Part:

1. **Email:** [reportsfclaims@zurichna.com](mailto:reportsfclaims@zurichna.com)
2. **FAX:** (877) 812-5754
3. **Mail:** Attn: Zurich North America - Fidelity & Crime Bonds Claims  
P.O. Box 968036  
Schaumburg, IL 60196

Address for All Other Notices:

1. **Email:** [usz\\_zip@zurichna.com](mailto:usz_zip@zurichna.com)
2. **FAX:** (866) 240-0155
3. **Mail:** Attn: Zurich North America - Integrated Products  
Financial Lines  
165 Broadway, 33rd Floor  
New York, NY 10006

***For RSUI Policyholders: D&O Claim Reporting Procedures***

1. **Email:** [reportclaims@rsui.com](mailto:reportclaims@rsui.com)
2. **FAX:** (404) 260-3997, Attn: Claims Department
3. **Mail:** RSUI Group, Inc.  
945 East Paces Ferry Rd.  
Suite 1800  
Atlanta, GA 30326-1160

***For GREAT AMERICAN Policyholders: Pipeline Claim Reporting Procedures***

Download a copy of the Great American claim directory [here](#). General information listed below.

1. **Email:** pimclaims@gaic.com
2. **FAX:** 800-811-4751
3. **Phone:** 800-584-0835
4. **Mail:** Great American Insurance Company  
Property & Inland Marine Claims  
P.O. Box 5440  
Cincinnati, OH 45201-5440

***For ACE Policyholders: Work Comp Claim Reporting Procedures***

When work injuries do occur, report them to ACE within 24 hours. You can do so by calling 866-840-1ACE any time, day or night, and their representatives have language support for employers who prefer to make the claim report in a language other than English. The typical call to report a claim takes 15 minutes or less.

You may also report a new injury by completing and faxing the state employers' first report of injury to 888-302-4267, but ACE prefers a telephone call so that they can assist you with information about physicians in their medical networks. Using medical networks to the fullest extent allowed by state law is a key way to control workers compensation claim costs.