



## Direct reporting provides faster claims service for your customers!



### Direct reporting can give you more time to grow your business!

We know you're busy. Like taking-lunch-at-your-desk busy. So, we're giving you one less thing to do by having customers report claims directly to our Customer Care Center. This means faster service for them – and more time for you to grow your business! Rest assured, they're in good hands with our exceptional customer service.

Have a customer call you to report a claim? Simply transfer them to our **Customer Care Center at 800.243.0210, option 3.**

### Staying connected – we keep you informed!

Even though you won't be reporting claims on their behalf, there are still several ways for you to connect with customers in the event they have a claim – allowing you to reach out during the moments that matter most.

**First Notice of Loss (FNOL) Summary Email** – Want to stay up-to-date on your customers' claims? We've got you covered! Email [LicensingSpecialist@westfieldgrp.com](mailto:LicensingSpecialist@westfieldgrp.com) with the following information to request FNOL Summary Emails for your agency:

- Agency Name
- Agency Code
- Group email address you'd like the summaries to go to (use your agency's group email address, if possible, and one email address per code, please).

**Questions?** Contact us at [LicensingSpecialist@westfieldgrp.com](mailto:LicensingSpecialist@westfieldgrp.com) or 330.887.8370.

**Post-FNOL Call** – Using the FNOL Summary Email, you can call your customer to check in after they file their claim directly with us. What better way to show you care? And the best part is, you'll know the wheels are already in motion on their claim.

**Enhanced Claims Inquiry Tool** – Keep tabs on the status of customers' claims with our recently-improved Claims Inquiry Tool, featuring real-time access to claims information pulled directly from our claims management system. Go to Agents Web Passport (APW) for more information.

**For additional information and resources, go to AWP.**

### Faster customer service

When customers call to report claims directly to Westfield's Customer Care Center, our customer service representatives (CSRs) can immediately get to work on them. Direct reporting also helps improve accuracy since the details of the claim are coming straight from the customer. In addition to entering claims into our system and assigning a claims professional, CSRs can now offer some services right away, including:

#### Regular Services

- Vehicle rental reservations
- Photo or video estimating
- Total loss determinations
- Contractor/repair shop appointments

#### Emergency Services

*Available 24/7*

- Water damage clean-up
- Board-up (for broken glass, roof holes, etc.)
- Temporary living arrangements
- After-hours escalation for severe incidents (i.e. fire, fatality, etc.)