



RE: **ANNOUNCEMENT New Claims Process** as of 9/1/2018 New Jersey Temporary Disability Benefits

Wesco Insurance Company, An AmTrust Financial Company, is excited to announce that we have partnered with AbSolve, a Custom Absence Management Program solutions provider who will perform certain administrative services including processing claims on all New Jersey Temporary Disability Benefits.

Benefits to policyholders will include swift visibility to existing claims through an online portal. Benefits to claimants will include telephonic claims intake which often leads to swifter approvals and benefit payments. Instructions for filing a new claim are enclosed. Personalized service and support is provided through a dedicated disability specialist as well as access to the online dashboard displaying claims status.

What You Need to Know:

New Claims:

Beginning September 1, 2018 **all NEW claims** should be reported directly to AbSolve. Please distribute the enclosed insert which includes directions on how to file a claim.

Claim Contact Information:

PHONE: (800) 401-2691

FAX: (800) 728-7028

MAIL:

Wesco Insurance Company

C/O AbSolve

P. O. Box 1328

Mt. Laurel, NJ 08054

EMAIL: AmTrustNJTDB@absencesolved.com

Existing Claims:

Any **existing claim** in process at September 1, 2018 will continue to be handled by AmTrust and your employees should remain in contact with the examiner assigned to their claim. Questions regarding an existing claim reported prior to September 1, 2018 should be directed to the following:

Wesco Insurance Company

PO Box 980, Bowling Green Station

New York, NY 10274

PHONE: (800) 535-2710

FAX: (800) 584-9303

EMAIL: DBClaims@amtrustgroup.com

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AmTrust North America
An AmTrust Financial Company

What We Need From You:

IMPORTANT: In the event we need additional employee information, to ensure we provide your office with the proper claim related correspondence, and to access claims information online **a primary claims contact must be designated**. Please provide us with the following via email at dbunderwriting@amtrustgroup.com.

Primary or HR Claims Contact:

- First Name, Last Name
- Email address
- Phone Number

To ensure access to the claims portal and all relevant information, please provide us the above information at your earliest convenience.

It is our goal and commitment to make the transition to AbSolve as smooth and seamless as possible and to provide claim services that are in-sync with the intricacies of your business. Please find enclosed employee aid which includes directions on how to file a claim.

In the upcoming weeks we will be offering webinars for you to learn more about AbSolve, the new claims system and process, and the many benefits now available to you and your employees.

Regards,

Barbra R. Merwin, CPCU
Senior Vice President, State Disability Insurance
AmTrust North America
Harborside Two
200 Hudson Street- Suite 800
Jersey City NJ 07311-1104