



Polocrosse Claims and Reporting

Policy Number: BLPA000899

Key Contact Details

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State Polocrosse Associations

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Claim Process for Claimant

1. Following an accident, claimant contacts their local State Polocrosse Association and provides as many details as possible about the incident.
2. Local State Association will complete a Polocrosse Incident Report and notify Angela Grills.
3. Local State Association / Angela Grills will send a claim form to the claimant directly.
4. Claimant completes claim form, including employer, medical practitioner and Local State Association signoff Sections where relevant.
5. Claimant sends completed claim form to Local State Association and Angela Grills, attaching all relevant payslips, receipts, medical certificates.
6. Angela Grills reviews claim form and documents and chases any missing information or sends to Corporate Services Network (CSN).

Internal Claim Process and SLA's

1. CSN sends acknowledgement email to Angela Grills confirming claim notification **within 24 hours of receipt of claim**
2. CSN chase any outstanding information and cc Angela Grills
3. CSN continue to chase by phone and email at least **every 7 days**, notifying or cc'ing Angela Grills each time
4. CSN to assess claim within **maximum 10 business days** of receiving all information necessary to complete their assessment.
5. When liability is accepted:
 - a) CSN to send claim acceptance and claim benefit payment letters directly to claimant, cc'ing Angela Grills and EBM
 - b) Angela Grills to be cc'd into settlement letter / email detailing when payments are due etc
6. When liability is declined:
 - a) CSN to refer declination to Angela Grills, EBM and Blend in the first instance.
 - b) Any questions to be reviewed and responded to
 - c) Once confirmed, CSN to call claimant advising of declination and send confirmation email to claimant

Monthly Claim Reporting

- Within 7 days of the end of each calendar month, CSN to send claims report to Angela Grills and EBM.
- Report should include straightforward descriptions of loss.

Quarterly Claim & Performance Update

- Within 7 days of the end of each quarter, Blend to send claim and performance update to EBM.
- Report should include
 - Summary of claims by size, type, State etc
 - Comparison of claims notification pattern versus prior years
 - Other relevant information