



**FOR MORE  
INFORMATION,  
PLEASE CONTACT:**

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## CLAIM REPORTING INSTRUCTIONS

All first notice of loss and claim correspondence should be submitted to:

### Claim Reporting

Phone: 1-844-723-2524 (24 hours a day, 365 days a year)

Fax: 855-285-1162

E-mail: [NewLossQBE@us.qbe.com](mailto:NewLossQBE@us.qbe.com)

### What Happens After the Initial Reporting of a Claim?

- The first report will be reviewed to determine classification: lost-time or medical only.
- A claim will be set up and assigned a number.
- All lost-time claims will be assigned to an adjuster for thorough investigation.
- For lost-time claims the employer, injured workers and physician will be contacted by the adjuster the day the claim is received.
- For medical only claims, there will be a contact with the employer if additional information is needed. Otherwise, the file will remain open for 90 days to pay medical bills.

### Medical Bills:

- All Medical bills and Reports are to be mailed to:  
QBE North America  
P.O. Box 975  
Sun Prairie, Wisconsin 53590
- Mailing medical bills directly to a claim office or file handler, may lead to unnecessary delays in processing your bill.
- For General Inquires, call QBE at 1-800.362.5448 (option 2)



ON YOUR TEAM.