



Your Back-in-Business Insurance Group^(sm)

April 14, 2020

Dear Partner Agents,

As communicated last week, we continue to be committed to the health and safety of our employees, agents and policyholders during these unprecedented times and hope that you, your families and staff are well.

BSIG stands ready to support you and your clients with the following services as you navigate through these challenging times.

Billing

Many of you have called to inquire as to our approach towards billing during this unique time.

If you have specific policy billing questions, please contact our billing team at *855-835-5393, Option #1*.

We provide several options that make it easier for customers to make their payments

- Pay online using our [E-pay Express](#) where payments can be made at any time
- Credit cards are now accepted 'by request only' for accounts less than \$25,000. Interested customers should contact our Billing Department at: **855-835-5393, Option #1**
- Registered customers can pay online through the [BSIG Customer Portal](#) and access their policy information 24/7/365
- Other options as may be required by state law or executive order

Our BSIG Claim Commitment

Our claim professionals are committed to delivering outstanding service to get our customers 'back- in - business' more quickly following a covered loss. Clients can conveniently report claims to you, or through one of the following options:

- [online first notice of loss \(FNOL\)](#) forms
- Report an auto loss -or contact us directly regarding any type of loss, by texting to: **888-603-1711** with your smart phone
- Contact Berkley Southeast Insurance Group directly at: **855-802-5273**
- Email to: [BSIG New Claims](#)

In addition, all Berkley Southeast, Work Comp policyholders have free access to **MedCall**, our telemedicine partner. MedCall has increased staffing and is prepared to respond to injured workers' calls to provide on-the-spot medical advice while also honoring social distance guidelines.

How to get started: Search for **MedCallWorkComp** in the Apple or Google Play App store. Download the app on your phone and follow on-screen instructions to create an account. You can also find more information about our [Telemedicine services](#) on our BSIG website.

We are here to support you during these challenging times and ask that you contact any of us, including your Underwriter or Territory Manager if you have any questions, concerns or suggestions. Please consult our BSIG website for additional [contact information](#).

Sincerely,

Dennis L. Barger, CIC, President

For convenience, Berkley Southeast Insurance Group is providing to its policyholders access to MedCall for medical assistance/information, but Berkley Southeast Insurance Group does not endorse the use of MedCall or the information, products, or services (including, but not limited to, the appropriateness or suitability of any diagnosis, course of treatment or medical advice) provided by or accessible through MedCall. Access and use of MedCall, including the information, products, and services on or available through MedCall, is solely at your own risk, and Berkley Southeast Insurance Group makes no representations or warranties, express, statutory, or implied, with respect thereto. Berkley Southeast Insurance Group is not responsible or liable for any damage or loss caused, or alleged to be caused, directly or indirectly, under any theory of law, by or as a result of the use of or reliance on any information, products or services accessible from MedCall. BERKLEY SOUTHEAST INSURANCE GROUP IS NOT RESPONSIBLE NOR LIABLE FOR ANY ADVICE, COURSE OF TREATMENT, DIAGNOSIS OR ANY OTHER INFORMATION, PRODUCTS OR SERVICES THAT YOU OBTAIN FROM MEDCALL.