



**TOKIOMARINE
AMERICA**

WORKERS' COMPENSATION CLAIM REPORTING METHODS

Three options are available to report your workers' compensation injuries to Tokio Marine:

- 800 claim reporting service
- Internet reporting service
- Email Employer's First Report of Injury to claims@actec.net

We recommend either of the first two options since these methods increase the timeliness and accuracy of reporting new workers' compensation claims. Both of these programs are offered through an outsourced company called Actec. These methods replace the manual process of completing and filing the employer's report of injury form. However, if you prefer to complete the form manually, please email completed First Report of Injury to claims@actec.net.

In order to utilize the 800 reporting or internet reporting service, we will need basic information regarding your company including a list of physical locations, the appropriate contact person(s) and their phone numbers, fax numbers, e-mail, etc. Once you provide your data to us, we will preload this information into Actec's database.

1-800 Reporting Service

The phone number for the 800 service is **1-877-LOSS4TM (1-877-567-7486)**. The customer service representative asks the same claim information found on the employer's report of injury form (similar to the information requested in the attached Actec Reporting Guide). Once this information is recorded on the employer's report form, the customer service representative files it with the appropriate State Workers' Compensation Bureau and faxes copies to your locations, your broker (if requested), and the designated Tokio Marine claims office.

Internet Reporting Service

Actec provides you with a user ID and password via e-mail. You can then report workers' compensation claims via the website (www.tokiomarineclaims.com). Once you have entered the website and your password, you will automatically be connected to your company's own preloaded data (list of locations). The system will then prompt you for all the information needed to complete the employer's report form. *(Please note that if your company uses plant location codes, you should record this code in the accident description field.)* Once the report is completed, the system advises the user of the claim number assigned. The system then files the reports to the appropriate state bureaus and faxes copies to your company's locations (as indicated in the initial set-up process) and the designated Tokio Marine claims office. (Please see the attached Tokio Marine Zone Guide.)

Should a problem occur when reporting a claim via the internet, immediately report the claim over the telephone by calling 1-877-LOSS4TM. Please notify your Claim Account Coordinator of the problem as well so that the situation may be addressed promptly.

Claim Set-up Process

Once your claim is reported through the 800 reporting or internet reporting service, the designated Tokio Marine claims office automatically receives your claim from Actec. Please see the enclosed Zone Guide that provides information regarding each Tokio Marine claims office and the specific states handled by that office. Tokio Marine will send an acknowledgement letter to you when the claim is established in our system.

If you have additional questions and/or would like to be set up for the 800 or internet reporting services, please send an e-mail request to:

claim-account-coordination@tmamerica.com