



Phone: 856-935-1851
Toll-free: 800-498-0954
Fax: 856-935-7955
Claims Fax: 856-935-2460
farmersofsalem.com

NEW JERSEY AGENTS CLAIM INFORMATION & PROCEDURES BULLETIN

This packet outlines how to report a claim, and provides you with some emergency claims handling procedures.

It also contains some general information that may be helpful to you in answering insured's questions about how and when to submit a claim.

In the **NEW JERSEY AGENTS CLAIM INFORMATION & PROCEDURES** that follows:

- #7 and 8 pertain to emergency claim assigning and handling on holidays, evenings and weekends.
- #6 pertains specifically to Commercial Auto and Workers Compensation claims.

Please contact me if you have any questions on our claims procedures. It's my pleasure to work with you.

Laurie Konzelmann
Vice President - Claims
1-800-498-0954 x 131
lkonzelmann@fosnj.com

125 W. Broadway • P.O. Box 263 • Salem, NJ 08079-0263

Superior Service with Personal Attention



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Below is a list of names, telephone extensions and e-mail addresses for our Claims Department employees.

Laurie Konzelmann, Ext. 131
Vice-President – Claims
lkonzelmann@fosnj.com

Marianne Sadowski, Ext. 133
Claims Specialist
msadowski@fosnj.com

Rebecca Kosherzenko, Ext. 122
Assistant Claims Manager
rkosherzenko@fosnj.com

Tammie Pearce, Ext. 130
Sr. Property Claims/Subrogation Adjuster
tpearce@fosnj.com

Kathy Kruse, Ext. 176
Multiline Adjuster
kkruse@fosnj.com

Nicole Rowe, Ext. 134
Claims Technical Support
nrowe@fosnj.com

Jenni Eber, Ext. 124
Claims Clerk II
jeber@fosnj.com

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NEW JERSEY CLAIM INFORMATION & PROCEDURES

1. Please submit all claims immediately. The sooner we know about the claim, the faster we can handle it.
2. Please verify that the policy is in force before submitting the claim.
3. Please fill in the cause of loss and provide a detailed description of loss on the ACORD form. Please provide your agency phone number on the ACORD in case our adjusters have a question.
4. Please provide our claim number when calling or corresponding on a reported claim.
5. You can report all claims by any of the following ways:
 - **EMAIL** - newclaims@fosnj.com
 - **FAX** - **856-935-2460** **this is a claims only fax*. All other faxes go to (856) 935-7955*
 - our **WEBSITE** - www.farmersofsalem.com
 - **TELEPHONE** - **856-935-1851** then **press 3 for claims**
 - **REGULAR MAIL** - **125 West Broadway, Salem, NJ 08079**

It's your preference. Once the claim is received and set up in our system, we will mail an acknowledgement to the insured, and fax a copy to you to confirm that we received the claim.

6. **All Commercial Auto and Workers Compensation claims** are handled by PMA Management Corp. New Commercial Auto and Workers Compensation claims should still be reported directly to Farmers of Salem, by your preferred method of email, fax, website, phone, etc.

All **claims correspondence & medical bills** for any **existing Commercial Auto and Workers Compensation claims** should be sent to:

Farmers Mutual of Salem
c/o PMA Customer Service Center
PO Box 5231
Janesville, WI 53547-5231
Phone: 888-476-2669 **FAX: 888-432-9762**

The PMA Customer Service Center phone number of **888-476-2669** can also be used for any questions related to any existing Commercial Auto or Workers Compensation claim.

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NEW JERSEY CLAIM INFORMATION & PROCEDURES (continued)

7. All claims reported on holidays, evenings or weekends can be called into our after hours call center. The call center can be accessed through our main telephone system when our office is closed. Simply call Farmers of Salem, press extension 4 and hold during the brief silence while your call is connected. Or, you may dial them directly at 1-866-862-7886.
8. For all claims reported on holidays, evenings or weekends; which are thought to require, or do require, immediate or temporary repairs, a suggested list of Remediation Companies is attached for your quick reference.
9. For a property damage claim, please advise the insured to take photos and make temporary repairs if needed. Please ask them to keep any bills they incur for this repair. Also, please ask them not to dispose of any damaged items without first checking with the adjuster.
10. If an insured advises you they have a public adjuster, please inform them that the public adjuster's fee will not be a part of their claim settlement. They are responsible for payment of the public adjuster's fee.
11. A police report is required on theft and vandalism losses. The insured should secure a copy and mail the police report to us.
12. All claims involving oil, underground storage tanks or toxic material must be reported to us immediately.
13. Please do not tell insureds that the tenant's medical bills will be paid unless they have purchased the tenant's medical payment coverage. Regardless of the available coverage, please submit the claim to us for investigation.
14. **It is imperative that any Summons and Complaint be mailed to us immediately as we only have 35 days from the time the insured is served to provide an answer.** Please tell us how the insured was served with the Summons and Complaint; for example by sheriff or by regular mail or by certified mail; and the date they were served.

Questions or comments relating to any of our claims handling services can be directed to:

Laurie Konzelmann, Vice President - Claims
1-800-498-0954 x 131
lkonzelmann@fosnj.com

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REMEDIATION COMPANIES

NORTH JERSEY

Allan Industries
270 Route 46 East
Rockaway, NJ 07866
888-333-7933
973-586-9400

Puroclean
6 Linda Lane
Southampton, NJ 08088
800-749-9984

Gemini Restoration
725 Lehigh Avenue
Union, NJ 07083
877-774-3646
908-686-7777

Serv Pro of East Windsor
522 US Hwy 9, Suite 146
Manalapan, NJ 07726
888-896-5002
732-308-0600

CENTRAL JERSEY

Mark 1 Restoration
8 Bartles Corner Road, Suite 103
Flemington, NJ 08822
800-243-4733
908-806-4103

Remediation Specialists Inc
533 Whitehead Road, Bldg. 3
Hamilton, NJ 08619
800-395-8368
609-689-1101

Serv Pro of East Windsor
522 US Hwy 9, Suite 146
Manalapan, NJ 07726
888-896-5002
732-308-0600

Serv Pro of Toms River
801 Corporate Circle, Unit 2
Toms River, NJ 08755
732-349-9898

SOUTH JERSEY

Adams Technical
489 Redwood Avenue
Woodbury Heights, NJ 08097
800-337-6623
856-848-6623

Mark I Restoration
109 Lafayette Street
Riverside, NJ 08075
856-764-9700

Serv Pro of Haddon Heights/Voorhees
PO Box 1104
Voorhees, NJ 08043
800-940-2988
856-566-3388

Flex Builders
187 South Route 73, Suite A
Hammonton, NJ 08037
877-858-3539



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To: Our Valued Agents
From: Laurie Konzelmann
Vice President - Claims

RE: Commercial Auto and Workers Compensation Claims ONLY

PMA Management Corp handles all of our Commercial Auto and Workers Compensation claims.

New Commercial Auto and Workers Compensation First Reports should still be reported directly to Farmers of Salem, by your preferred method. You can email an ACORD loss notice to newclaims@fosnj.com, fax an ACORD loss notice to 856-935-2460, or call us at 856-935-1851, and press 3 for the Claims Dept.

All correspondence & medical bills for any existing Commercial Auto or Workers Compensation claims should be sent to:

Farmers Mutual of Salem
c/o PMA Customer Service Center
PO Box 5231
Janesville, WI 53547-5231
Phone: 888-476-2669
FAX: 888-432-9762

The **PMA Customer Service Center** phone number of 888-476-2669 can also be used for any questions related to any existing Commercial Auto or Workers Compensation claim.

Any questions, please feel free to contact me,

Laurie Konzelmann, Vice President - Claims
1-800-498-0954 x131
lkonzelmann@fosnj.com

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Superior Service with Personal Attention



Farmers Mutual Fire Insurance Company of Salem County
PMA Account No. 2499176
PMA Team Contact Sheet

Auto Team:

Fran Brooks

Regional Claims Supervisor
(856) 727-3017
(856) 727-3186 fax
fran_brooks@pmagroup.com

Regina Wielgosz

Account Claims Rep.
(856) 727-3095
(856) 727-3186 fax
regina_wielgosz@pmagroup.com

Patti Rauch

Claims Administrator (fast track)
(610) 336-6026
(610) 336-6030 fax
patricia_rauch@pmagroup.com

Workers' Compensation Team:

Brigitte Woodford

Regional Claims Supervisor
(856) 727-3019
(856) 727-3186 fax
brigitte_woodford@pmagroup.com

Donna Leeds

Sr. Account Claims Rep
(856) 727-3182
(856) 727-3186 fax
donna_leeds@pmagroup.com

Ruth Mitas

Sr. Account Claims Rep.
(856) 727-3030
(856) 727-3186 fax
ruth_mitas@pmagroup.com

Lisa Mackin

Claims Administrator (medical only)
(856) 727-3086
(856) 727-3186 fax
lisa_mackin@pmagroup.com

Melissa Kuchtyak

Administrative Secretary
(856) 727-3015
(856) 727-3186 fax
melissa_kuchtyak@pmagroup.com

Service & Sales Team:

Jennifer Sheridan

Client Service Manager
(856) 727-3150
(856) 952-6795 cell
(856) 727-3186 fax
jennifer_sheridan@pmagroup.com

Ryan Sharp

Account Executive
(717) 730-8120 (Harrisburg)
(484) 530-4952 (Blue Bell)
(610) 937-2675 (Cell)
ryan_sharp@pmagroup.com

Toll Free Customer Service Center: 1-888-476-2669

PMA Fax (Correspondence): 1-888-432-9762

Website: www.pmamc.com

(to access QualCare® network physicians and PMA CINCH®)

Other Important Contact Information:

Express Scripts® Pharmacy Network:

1-800-897-9470

(for pharmacy assistance, Rx approvals)

OneCall Medical®: 1-800-872-2875

Or referrals@onecallmedical.com

(for MRI's, CT Scans and EMG's)

All claims correspondence and medical bills are mailed to:

PMA Customer Service Center

PO Box 5231

Janesville, WI 53547-5231