



Norman-Spencer Crane Program Claims Reporting Procedures

» Network Adjusters, Inc. is the authorized claims handler for Nova Casualty Company and AIX Specialty. They are a third party administrator (TPA) that assists Norman-Spencer Agency, Inc. with all property and casualty claims for the policies issued through Nova/AIX.

24 Hour / 7 Day Claim Reporting

- » Please provide the below information when reporting your claim. Insureds and agents can call toll free **877.533.1211 option 5** to report a claim or Agents can forward the claims reports to **networknewloss@networkadjusters.com**
- » An adjuster will be contacted within 24 hours.

Quote Subjectives/Conditions:

- » Policy number & effective dates
- » Year, Make, Model & VIN #
- » Driver Name, Address, Phone, DL#
- » Claimant Info
- » Where occurrence happened
- » Description of the loss
- » Any Police Report #
- » Witness Info
- » Person to contact at your office

Rental Equipment Claims:

- » Policy number & effective dates
- » Rental contract, info on equipment
- » Any insurance certificate on renter
- » Renter info, contact numbers
- » Where occurrence happened
- » Description of the loss
- » Witness Info
- » Person to contact at your office

Property Claims:

- » Policy number & effective dates
- » Date of Loss
- » Location of Loss
- » Description of the Loss
- » Police or Fire Report Info
- » Person to contact at your office

General Liability Claims:

- » Policy number & effective dates
- » Employee Name, Address, Phone
- » Claimant Info
- » Where occurrence happened
- » Description of the loss
- » Copies of any signed contract
- » Witness Info
- » Person to contact at your office