



Member Insurer Claim Handling Procedures

When sending information to NCJUA-NCIUA, it is **critical** that the files are sent in the order listed below in order to handle claims most efficiently.

- 1. FIRST NOTICE OF LOSS (all pages)**
- 2. MEMBER INSURER PAYMENT REQUEST FORM**
- 3. BILL FOR SERVICE**
- 4. ESTIMATE**
- 5. STATEMENT OF LOSS**
- 6. REPORT***
- 7. PICTURES**
- 8. CORRESPONDENCE, RECEIPTS, ETC**

***If possible, include the location coordinates for the loss in the report.**

Please submit all documentation through the NCJUA-NCIUA Vault. If you do not have access, please contact Danielle Myers at Danielle.Myers@ncjua.com for additional information.

THANK YOU CLAIMS DEPARTMENT