

NORTH CAROLINA INSURANCE
UNDERWRITING ASSOCIATION
(BEACH PLAN)

MEMBER COMPANY
CLAIMS INQUIRY
MANUAL

MEMBER COMPANY CLAIMS INQUIRY DESCRIPTION

PURPOSE:

The purpose of this program is to provide policy and claim inquiry to member companies that are in the process of settling the North Carolina Insurance Underwriting (NCIUA) wind only claim after a hurricane.

REQUIREMENTS:

- 1) Must have Internet capabilities.
- 2) Must complete the Member Company Login request. This request can be found under the Member Company Handling of Hurricane Catastrophe Wind Losses section on the Claims/Catastrophes page of our website at www.ncjua-nciua.org
- 3) Member Company Code will be the Company's NAIC code that is on file with NCIUA and NCIUA will assign a Member Authorization Code.
- 4) The Member Company must be writing the fire portion of the NCIUA wind only policy to be able to view the policy and claim information. The producing agent provides the Member Company's name to us. NCIUA matches the name with the NAIC code on file. If the name provided to us by the insurance producer is incorrect then the producer must send a written request to us to change the name.

STEPS FOR MEMBER COMPANY CLAIMS INQUIRY:

Step 1: Open NCIUA home web page at www.ncjua-nciua.org.

Step 2: Click on the Member Company Login link and the Member Company Login screen will appear.

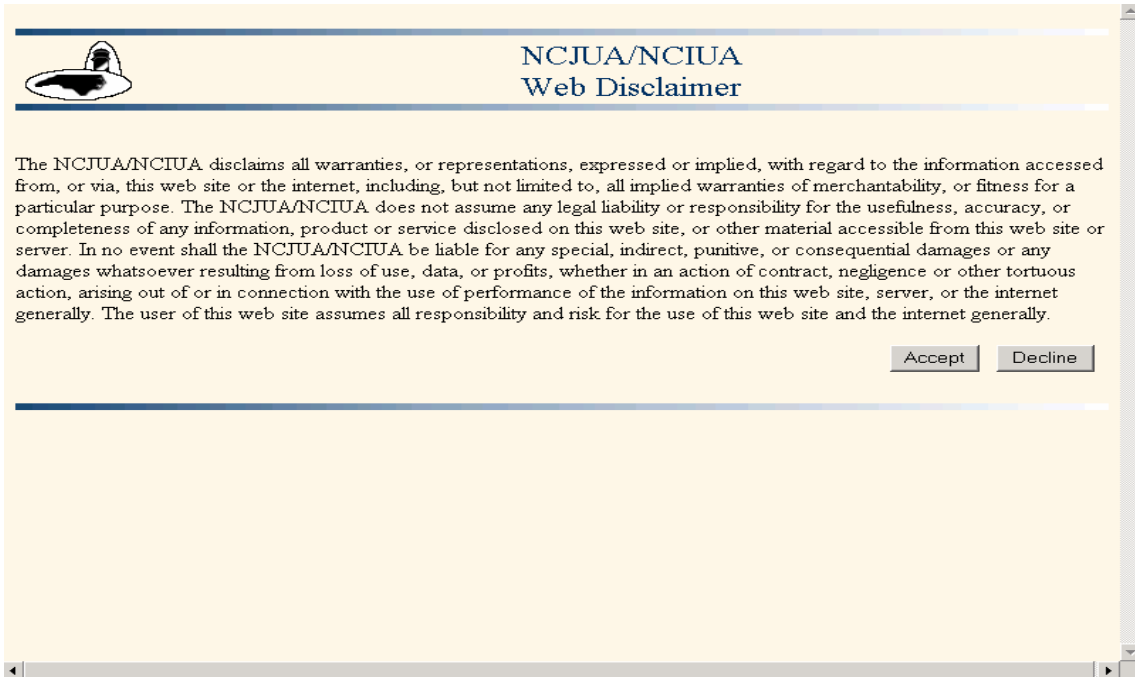


NCJUA / NCIUA
Member Company Login

Please enter your **Member Company Code** and **Member Authorization Code**:

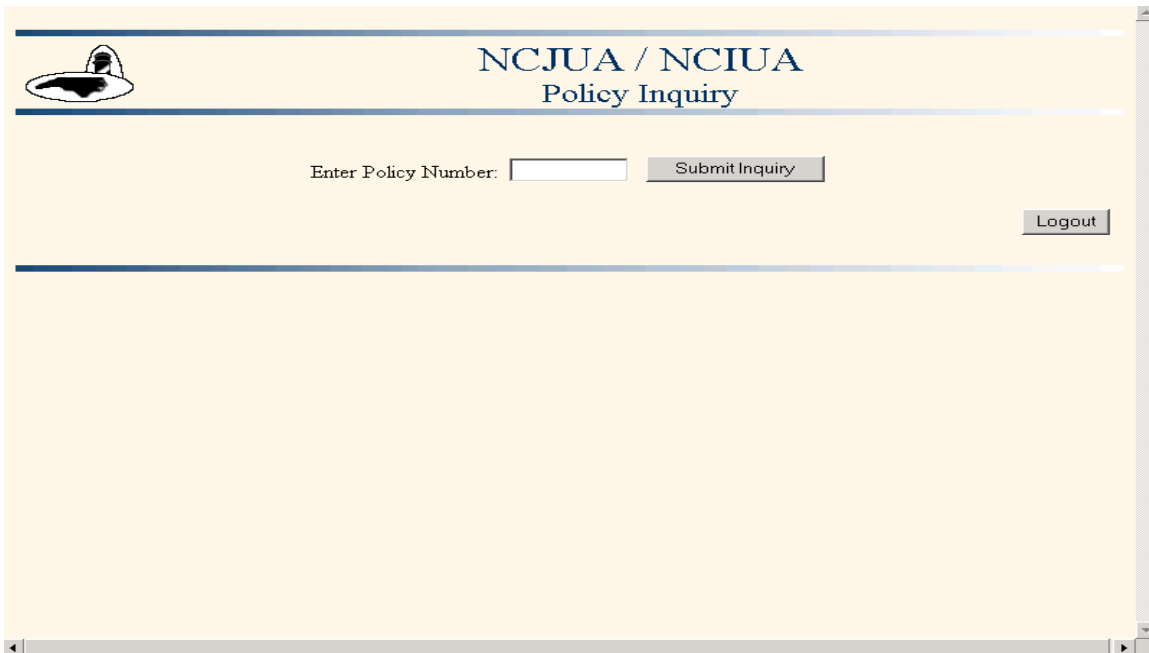
Member Company Code
Member Authorization Code

Step 3: Type in Member Company Code and Member Authorization Code and click the "Login" button and the Web Disclaimer screen will display.

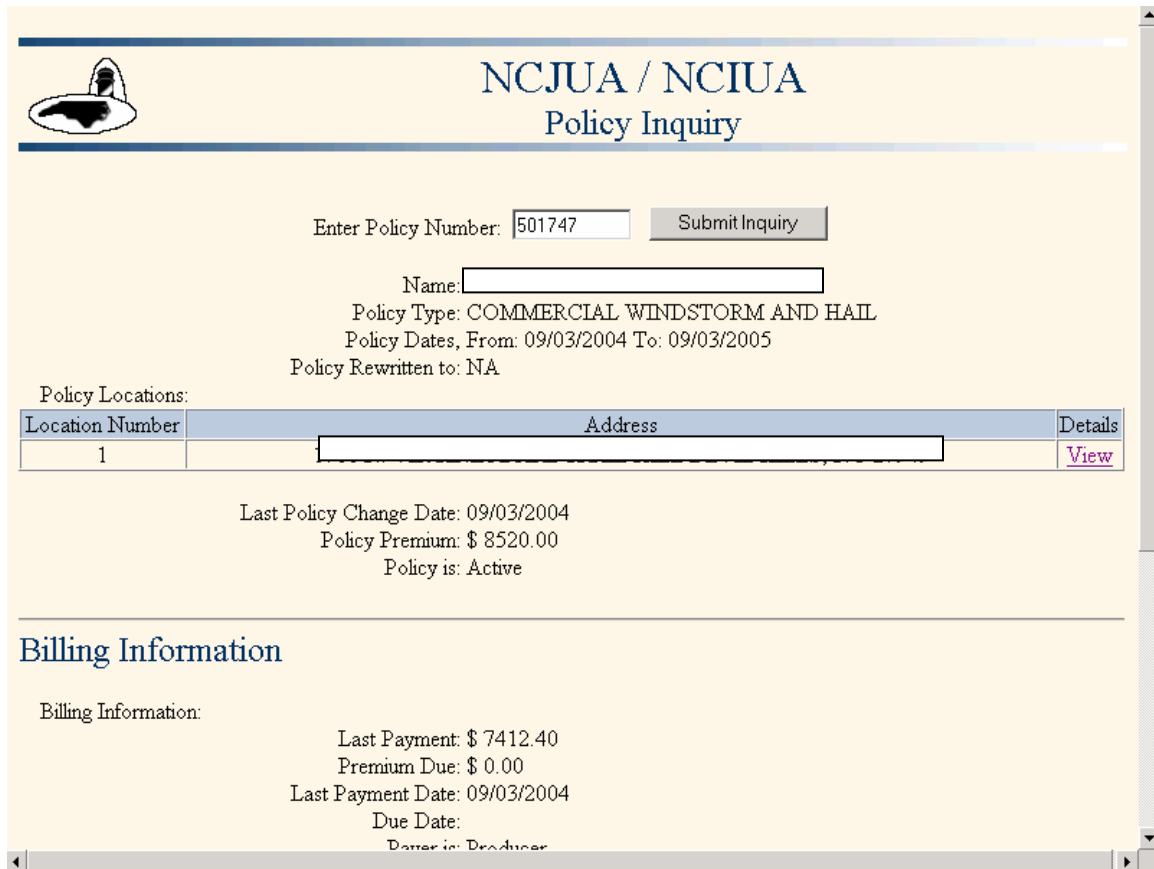


Step 4: Read the Web Disclaimer and click the “Accept” button to continue.

Step 5: Enter the NCIUA Policy Number and click the “Submit Inquiry” button. Do not enter the prefix (DW, HW etc.) or the first digit. Enter the remaining 6 or 8 digits after the first three.



After you click the “Submit Inquiry” button the Policy Inquiry screen appears.



The screenshot shows a web application interface for policy inquiry. At the top left is a logo of a person in a boat. The header reads "NCJUA / NCIUA Policy Inquiry". Below the header, there is a form with a text input field containing "501747" and a "Submit Inquiry" button. Underneath, there are more input fields for "Name:" and "Policy Type: COMMERCIAL WINDSTORM AND HAIL". Further down, it shows "Policy Dates, From: 09/03/2004 To: 09/03/2005" and "Policy Rewritten to: NA". A section titled "Policy Locations:" contains a table with two columns: "Location Number" and "Address". The first row has "1" in the first column and a redacted address in the second. A "Details" column with a "View" link is on the right. Below the table, it lists "Last Policy Change Date: 09/03/2004", "Policy Premium: \$ 8520.00", and "Policy is: Active". A section titled "Billing Information:" follows, with details: "Last Payment: \$ 7412.40", "Premium Due: \$ 0.00", "Last Payment Date: 09/03/2004", and "Due Date:". The bottom of the screen shows a scroll bar.

Enter Policy Number:

Name:

Policy Type: COMMERCIAL WINDSTORM AND HAIL
Policy Dates, From: 09/03/2004 To: 09/03/2005
Policy Rewritten to: NA

Policy Locations:

Location Number	Address	Details
1	<input type="text"/>	View

Last Policy Change Date: 09/03/2004
Policy Premium: \$ 8520.00
Policy is: Active

Billing Information

Billing Information:

Last Payment: \$ 7412.40
Premium Due: \$ 0.00
Last Payment Date: 09/03/2004
Due Date:
Payment is: Producer

This screen provides detail information about the Policy. To view coverage information for this policy Click the “View” link. The Policy Inquiry Coverage Detail screen will display.



NCJUA / NCIUA Policy Inquiry Coverage Detail

Policy Number: 501747
 Name:
 Policy Type: COMMERCIAL WINDSTORM AND HAIL
 Policy Dates, From: 09/03/2004 To: 09/03/2005

Building Number	\$Building Limit	\$Contents Limit	\$Other Structure Limit	\$Misc Structure Limit	\$Other Peril Deductible	\$Wind Deductible	Construction
1	2080000	6208	NA	0	NA	1000	MASONRY NON-COM

[Previous](#)

Click the "Previous" button to return to the Policy Inquiry screen.

Step 7: At the bottom of the Policy Inquiry Screen you will find the View Claim Information button.

1	<input type="text"/>	View
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Last Policy Change Date: 09/03/2004
 Policy Premium: \$ 8520.00
 Policy is: Active

Billing Information

Billing Information:

Last Payment: \$ 7412.40
 Premium Due: \$ 0.00
 Last Payment Date: 09/03/2004
 Due Date:
 Payer is: Producer

Applicable Mortgagee:

Name	Name/Address	Address	City	State	Zip	Loan Number
US SMALL BUSINESS ADMIN		2120 RIVERFRONT DR STE 100	LITTLE ROCK	AR	72202	DLB 70358640-08

[View Claim Information](#)

[Logout](#)

When you click the "View Claim Information" button the Claim Inquiry will display.

NCJUA / NCIUA
Claim Inquiry

Inquiry For Policy Number: 501747

Select Claim Number: B-00040757 Date of Loss:08/30/1999
 B-00053016 Date of Loss:05/29/2000
 B-00056604 Date of Loss:04/10/2003
 B-00059099 Date of Loss:09/18/2003

View Claim

Previous

Logout

Highlight the claim you wish to view in the drop down box and click the “View Claim” button.

NOTE: The claim must be processed by our system before you can view any detail. Therefore, if we receive a loss notice today it has to be processed during our nightly cycle before it can be viewed on the web.

Step 8: When you click the “View Claim” button the detail information for that claim will display.

NCJUA / NCIUA
Claim Inquiry

Inquiry For Policy Number: 501747

Select Claim Number: B-00040757 Date of Loss:08/30/1999

View Claim

Claim Number: B-00040757
 Association Staff Adjuster: MEMBER COMPANY
 Independant Adjuster: Not Used
 Payments:
 Date: 11/01/1999 Amount: \$ 4078.07
 Date: 12/01/1999 Amount: \$ 8566.20
 Date: 01/10/2000 Amount: \$ 180.00
 Status: Closed
 Cause of Loss: Wind

Previous

Print Claim

Logout

Click the “Previous” button to return to the Policy Inquiry screen.

Click the “Print Claim” button to print a copy of Claim Abstract Of Policy Coverage information about the claim.

Click the “Logout” button to logout of Member Company Claim Inquiry.

Below is a Sample of the Claim Abstract Of Policy Coverage.

Top Section Of Claim Abstract Of Policy Coverage:

CLAIM ABSTRACT OF POLICY COVERAGE
POLICY 501747 CLAIM B-00040757
TYPE CLAIM: RESERVED
IND ADJ: Not Used
STAFF ADJ: MEMBER COMPANY

EFFECTIVE 09/30/1998 EXPIRATION 09/03/1999 LOSS DATE 08/30/1999 REPORTED 09/03/1999

INSURED [REDACTED] AGENCY 692238 [REDACTED]
[REDACTED] [REDACTED]

PRODUCER PHONE: 252-335-2967 ACCOUNT#: [REDACTED]

MEMBER COMPANY: [REDACTED]
FLOOD INSURANCE:

LINE 21: COMMERCIAL WINDSTORM & HAIL
LOC. 001 BLDG. 1 ITEM. 1 PROT.CLASS: 04
THREE STORY, NC-I, OCCUPIED AS CONDOMINIUMS (7 UNITS) AND YOUR
BUSINESS PERSONAL PROPERTY OF ABOVE
LOCATED AT: [REDACTED]

COUNTY: [REDACTED]

-----POLICY AND ITEM LEVEL ENDORSMENTS-----

POLICY LEVEL ENDORSMENTS:
WHC003 02-96 BASIC WIND & HAIL COMMERCIAL FORM

COVERAGES AND ITEM LEVEL ENDORSMENTS:
LIMIT 1 WIND HAIL DED.
501 Buildings - Group II 1520534 500
511 Contents - Group II 5849 500

CP 01 99 10-90 CONDOMINIUM ASSOCIATION COVERAGE
PF 97 01 11-97 CONDO COMM UNIT OWNERS "ALL IN" COV
WH 04 20 06-89 REPLACEMENT COST PROVISIONS
CO-INSURANCE: 00% YEAR BUILT: 1989

Bottom Section of Claim Abstract Of Policy Coverage:

FLOOD INSURANCE:

LINE 21: COMMERCIAL WINDSTORM & HAIL
LOC. 001 BLDG. 1 ITEM. 1 PROT.CLASS: 04
THREE STORY, NC-I, OCCUPIED AS CONDOMINIUMS (7 UNITS) AND YOUR
BUSINESS PERSONAL PROPERTY OF ABOVE
LOCATED AT: [REDACTED]

COUNTY: [REDACTED]

-----POLICY AND ITEM LEVEL ENDORSMENTS-----

POLICY LEVEL ENDORSMENTS:
WHC003 02-96 BASIC WIND & HAIL COMMERCIAL FORM

COVERAGES AND ITEM LEVEL ENDORSMENTS:
LIMIT 1 WIND HAIL DED.
501 Buildings - Group II 1520534 500
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CP 01 99 10-90 CONDOMINIUM ASSOCIATION COVERAGE
PF 97 01 11-97 CONDO COMM UNIT OWNERS "ALL IN" COV
WH 04 20 06-89 REPLACEMENT COST PROVISIONS
CO-INSURANCE: 00% YEAR BUILT: 1989

---NAME AND ADDRESS'S---

MORTGAGE:

KIND AND DESCRIPTION OF LOSS:
HIGH WINDS FROM HURRICANE BLEW SHINGLES OFF ROOF RESULTING IN INTERIOR WATER
DAMAGE

REMARKS: