



On behalf of our organization, I want to express my appreciation for selecting The PMA Insurance Group as your insurance carrier. We are prepared to demonstrate our commitment to protecting your assets while providing you with the very best in risk management expertise. Our primary goal is to help you manage your insurance costs through exceptional services, effective communication and teamwork.

This Customer Orientation Package introduces you to The PMA Insurance Group and provides you with valuable information and resources that will assist you when you need to report a claim. Additional information can be found at our website www.pmagroup.com.

As a premier property and casualty organization, PMA provides innovative products and services that are responsive to customers' needs and desired outcomes. Each of us at PMA is personally accountable for our clients' satisfaction. We believe that your insurance experience will be a positive one.

Again, we appreciate your business and look forward to a long-term, productive and mutually beneficial relationship between your organization and The PMA Insurance Group.

Sincerely,

A handwritten signature in black ink that reads "Vincent T. Donnelly". The signature is written in a cursive style.

Vincent T. Donnelly
President and Chief Executive Officer



Electronic Claim Reporting

Timely Reporting of Claims is critical to optimize control of your claim costs. Claims can be reported 24 hours a day, 7 days a week as outlined below:

Reporting A Loss:

To file a first report of claim:

1. Go to the PMA website, www.pmagroup.com
2. Click on "Report a Claim" on the bottom right hand side of PMA's home page.
3. You will be taken to an instruction page that explains the entry process, simply follow the instructions on the page.
5. Your User Name is your 7 digit account number (this is the last 7 digits of your policy number) and your Password is "newclaim" (all lower case and one word).
6. Complete all screens. The mandatory fields are highlighted in blue.
7. If you want to receive an email copy of the information you have provided (along with your claim number), on the last screen check "Send email copy to originator" and enter your email address in the space provided.
8. Click on the "Submit Claim" button and your claim will be transmitted to our Customer Service Center for intake. You will receive immediate confirmation of receipt along with the claim number that has been assigned to your claim.

If you need to phone in a First Report of Claim call:

Customer Service Center: 1-888-476-2669 or Fax: 1-888-329-2721

For Claims Customer Service, please contact our Customer Service Center at 888-476-2669 (888 4PMANOW).

All Claim Correspondence should be sent to:

PMA Customer Service Center
PO Box 25250
Lehigh Valley, PA 18002-5250
Fax: 1-800-432-9762

For account inquires, please feel free to contact:

Claim Services Manager

Name:
Phone:
Fax:
Email:

Claim Supervisor

Name:
Phone:
Fax:
Email: