



WEB-BASED CLAIMS REPORTING

AN OVERVIEW OF THE ONLINE FIRST NOTICE OF LOSS TOOL

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OVERVIEW

OneBeacon has launched a new tool that allows producers and policyholders to submit a first notice of loss online, 24/7. This feature helps streamline the claims process and provides another alternative for efficient claims reporting, making it easier for producers and policyholders alike.

All policies written through the OneBeacon companies can report a claim online, except those written through the following:

- AutoOne
- Dewar
- International Marine Underwriters
- OneBeacon Accident Group
- OneBeacon Entertainment
- OneBeacon Professional Insurance

HOW TO SUBMIT A CLAIM ONLINE

STEP 1: POLICY HOLDERS - ACCESS THE APPLICATION

To access the claim reporting tool:

- Go to www.onebeacon.com.
- Click on the “**CLAIMS**” button in the bottom right-hand corner of the homepage.
- Go to **Step 2: Register to Report Claims Online** (see pg. 7).

OneBeacon
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Producer Login | Customer Login

Search

DEWAR

OneBeacon
ACCIDENT GROUP

OneBeacon
MANAGEMENT LIABILITY

Get to know
OneBeacon
where specialized
expertise matters.

OneBeacon
DESIGN PROFESSIONALS

OneBeacon
SURETY GROUP

OneBeacon
HEALTHCARE GROUP

List view

WHO WE ARE	INVESTOR RELATIONS	NEWSROOM	CAREERS	CONTACT US
About OneBeacon	Investor Center	News Center	Career Center	Contacts
Our Businesses	Company Overview	News Releases	Search Open Positions	Feedback
Our History	Financial Reports	Feature Stories	Our Benefits	
Community Giving	Corporate Governance	Company Updates	Hear From Our Employees	
	Webcasts & Presentations	Management Team		

BILLING

CLAIMS

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STEP 1A: AGENTS- ACCESS THE APPLICATION –

To access the claim reporting tool from the Agent Portal:

- Go to www.onebeacon.com.
- Log into the **Agent Portal** by clicking the “**Producer Login**” link at the top of the homepage.
- From the Resources listed on the left-hand side of the page, select **Report a Claim**.

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HOME | OUR BUSINESSES | PRODUCER RESOURCES | ABOUT US

Policy Search
*Enter name or policy number
 Search

My Tools

Resources
New Document | New Link

- Producer Portal Quick Tips
- Producer Portal User Guide
- Claims Inquiry User Guide
- Proofpoint – Encrypted Email FAQ
- Proofpoint – Receiving Encrypted Email
- OneBeacon in the News
- Report a Claim**

Recent Transactions
Current Week (09/13/2015 - 09/17/2015)
No results found. [Try a different date range?](#)

Spotlight
OneBeacon Reports \$10.85 Book Value Per Share
HAMILTON, Bermuda, July 27, 2015 – OneBeacon Insurance Group, Ltd. (NYSE: OB) book value per share of \$10.85, reflecting an increase of 0.5% for the second quarter and the first six months of 2015, including dividends.

Newsroom
New Article

- 8/26/15
[OneBeacon Declares Third Quarter Dividend](#)
- 7/31/15
[OneBeacon Exits Crop Business](#)
- 7/27/15
[OneBeacon Reports \\$10.85 Book Value Per Share](#)
- 6/30/15
[OneBeacon Insurance Awards Sixteen College Scholarships](#)
- 5/21/15
[OneBeacon Declares Second Quarter Dividend](#)

- The following page will appear.
- Click on the “**Log In**” link and follow the instructions in **Step 2** (see pg. 7).

Reporting a Claim

<< [Back to Previous Page](#) |

Online

You and your OneBeacon Clients* can report claims anytime on the web via our first notice of loss tool, powered by Succeed Management Systems:

[Log in](#) to report or view a claim online 24/7 web-based claim reporting is a click away. You may register at any time, and can access your claim information using your registered user ID and password.

The individual who reports a claim receives a confirmation email with a submission number. The insured can generally expect contact by the assigned adjuster within 1-2 business days of the online claim submission.

*Does not apply to the following businesses:

- **Dewar:** Please [click here](#).
- **OneBeacon Accident Group:** Call the claims department at 866-568-2233.
- **OneBeacon Entertainment** (non workers compensation claims): Please [click here](#)
- **OneBeacon Professional Insurance:** Visit their website [here](#).

By Telephone – 1.877.248.3455

Our 24/7 Claims Call Center receives and processes all new claims, including Workers Compensation claims; and our highly trained team of customer service representatives makes telephone claim reporting quick, easy and efficient.

Claims phoned into the 24/7 OneBeacon Call Center before 5 p.m. ET will be assigned a claim number immediately, and a copy of the information reported will be faxed to you on the same day.

By Fax

You and your clients may also fax claim reports to us; however, please remember that you must also submit the appropriate [ACORD First Notice of Loss form](#), and you may include attachments that support a claim with the fax transmission. Be certain to fax only one complete claim transaction at a time.

- **1.866.213.2802** – All claims except Workers Compensation
- **1.800.224.4416** – Workers Compensation claims

For claims faxed to us, the sender's fax receipt will serve as confirmation and the only acknowledgement.

STEP 2: REGISTER TO REPORT CLAIMS ONLINE

You will need to create a unique User ID and password for the claims reporting tool. Any existing OneBeacon IDs (e.g. for the Customer or Agent Portal) will not grant you access.

To create a User ID and Password:

1. Click on the “**Log In**” link under the **Report a Claim Online** login area.

The screenshot shows the OneBeacon Insurance Group website. At the top, there is a navigation bar with the OneBeacon logo, 'Producer Login', 'Customer Login', and a search bar. Below this is a secondary navigation bar with links: 'WHO WE ARE', 'INVESTOR RELATIONS', 'NEWSROOM', 'CAREERS', and 'CONTACT US'. The main content area features a large banner image of people working at computers. Below the banner, the 'Claims' section is highlighted with a yellow box. A callout box points to the 'Report a Claim Online' section, which contains the following text:

Report a Claim Online:

[Log in](#) to report or view a claim online 24/7 web-based claim reporting is a click away. You may register at any time, and can access your claim information using your registered user ID and password.

The individual who reports a claim receives a confirmation email with a submission number. The insured can generally expect contact by the assigned adjuster within 1-2 business days of the online claim submission.

[Instructions for online reporting](#)

Exclusions noted below:

A.W.G. Dewar

International Marine Underwriters: [visit website](#)

OneBeacon Accident Group: [visit website](#)

Business Segments:

A.W.G. Dewar Phone: 617.774.1555 International Marine Underwriters Joe Gallagher Phone: 678.255.7606 jgallagher@imu.com OneBeacon Accident & Health Larry Wagner Phone: 303.531.3806 lwagner@OneBeacon.com OneBeacon Architects & Engineers Jeffrey Neidle Phone: 860.321.2914 jneidle@onebeacon.com	OneBeacon Financial Institutions Raymond Tiburzi Phone: 212.440.6575 rtiburzi@onebeacon.com OneBeacon Financial Services Daniel Ryan Phone: 952.852.0479 dryan@onebeacon.com OneBeacon Government Risks Aaron Stone Phone: 952.852.0829 astone@onebeacon.com OneBeacon Healthcare - Managed Care	OneBeacon Management Liability Raymond Tiburzi Phone: 212.440.6575 rtiburzi@onebeacon.com OneBeacon Media Liability Emily Caron Phone: 913.945.3017 ecaron@onebeacon.com OneBeacon Program Group Bryan Wakefield Phone: 303.531.3873 bwakefield@onebeacon.com OneBeacon Specialty Property Laura Huhnes
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- Once the following screen appears, click the **Register** link.

Welcome!
Welcome to the OneBeacon Insurance Report a Claim software platform. A username and password are required to access this site.

Report a Claim Login

Username:

Password:

[Forgot Username or Password?](#)

[System Requirements](#). For additional assistance, please contact us.

Not Registered?
To gain access to the platform, [register](#) and request a username and password.

More Information
To learn more or to view videos, click for [more information](#).

Free Risk Management Courses
Take advantage of Succeed University®— your portal to a multitude of free webinars on risk management and workplace safety subjects. Topics include Injury & Illness Prevention Programs, Ergonomics, OSHA 300 Log reporting, Sexual Harassment Prevention, OSHA's Globally Harmonized System (GHS) and more. [Click to see classes or sign up](#)

- Complete all information and create your own username and password and then click on the green Register button at bottom.

Report a Claim | New User Registration

Welcome! Please provide the following information to gain access to your Report a Claim software platform. Each yellow highlighted field is required. After you have been approved you will receive a confirmation email with your username and password.

Basic Information

*Primary responsibility:

*First and last name:

*Organization name:

*Email address:

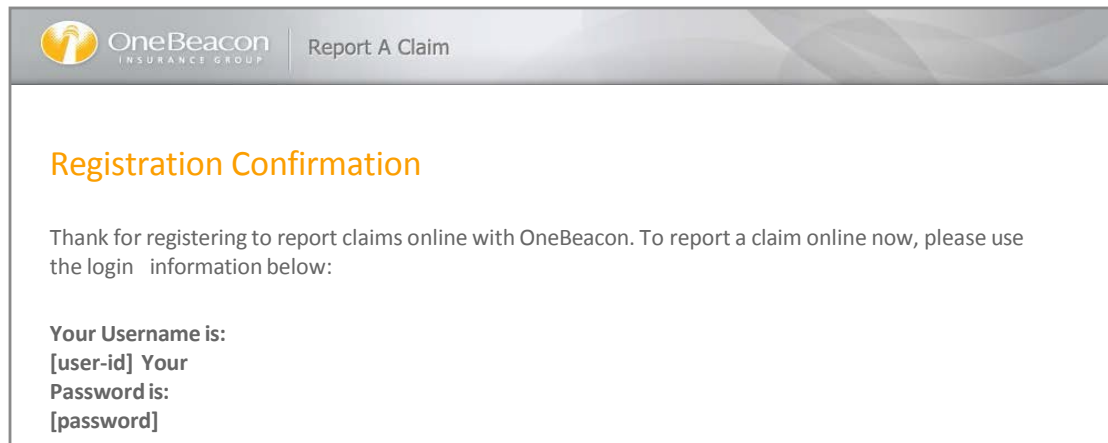
*Phone:

Ext:

Address

Country:

- You will receive an email confirmation (example shown below) with your login information.



STEP 3: LOG INTO THE CLAIMS REPORTING APPLICATION

To log in:

- Click **Login**.

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Producer Login | Customer Login

WHO WE ARE | INVESTOR RELATIONS | NEWSROOM | CAREERS | CONTACT US

Claims

OneBeacon stands by our promise to provide our distribution partners and policyholders with superior claim service. From the initial loss report to claim resolution, our highly dedicated, experienced claim professionals will guide you every step of the way.

Our team is committed to making contact with our policyholders within one business day of receiving your claim. Our mission is not complete until we have provided a timely, fair and ethical resolution based on your policy's terms.

Call: 877.248.3455 to check on the status of an existing claim or to speak to a OneBeacon Claims representative.

Business Segments:

A.W.G. Dewar Phone: 617.774.1555 International Marine Underwriters Joe Gallagher Phone: 678.255.7606 jgallagher@imu.com OneBeacon Accident & Health Larry Wagner Phone: 303.531.3806 lwagner@OneBeacon.com OneBeacon Architects & Engineers Jeffrey Neidle Phone: 860.321.2914 jneidle@onebeacon.com	OneBeacon Financial Institutions Raymond Tiburzi Phone: 212.440.6575 rtiburzi@onebeacon.com OneBeacon Financial Services Daniel Ryan Phone: 952.852.0479 dryan@onebeacon.com OneBeacon Government Risks Aaron Stone Phone: 952.852.0829 astone@onebeacon.com OneBeacon Healthcare - Managed Care	OneBeacon Management Liability Raymond Tiburzi Phone: 212.440.6575 rtiburzi@onebeacon.com OneBeacon Media Liability Emily Caron Phone: 913.945.3017 ecaron@onebeacon.com OneBeacon Program Group Bryan Wakefield Phone: 303.531.3873 bwakefield@onebeacon.com OneBeacon Specialty Property Laura Huhes
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Report a Claim Online:

[Log in](#) to report or view a claim online 24/7 web-based claim reporting is a click away. You may register at any time, and can access your claim information using your registered user ID and password.

The individual who reports a claim receives a confirmation email with a submission number. The insured can generally expect contact by the assigned adjuster within 1-2 business days of the online claim submission.

[Instructions for online reporting](#)

Exclusions noted below:

A.W.G. Dewar

International Marine Underwriters: [visit website](#)

OneBeacon Accident Group: [visit website](#)

- Input the username and password you created in **Step 2** into the **Report a Claim** login box.

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INSURANCE GROUP

Report A Claim

SUCCEED
Management Solutions, LLC

Welcome!

Welcome to the OneBeacon Insurance Report a Claim software platform. A username and password are required to access this site.

Report a Claim Login

Username:

Password:

[Forgotten Username or Password?](#)

Not Registered?

To gain access to the platform, [register](#) and request a username and password.

More Information

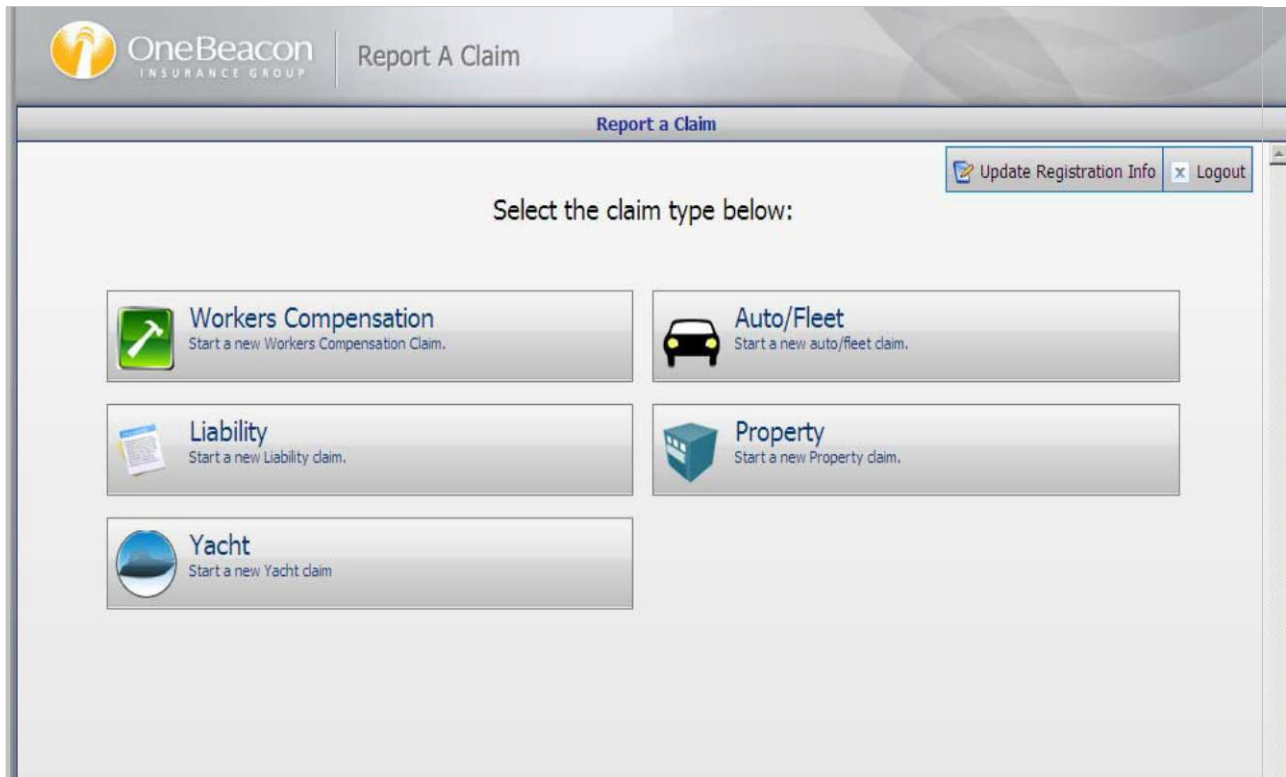
To learn more or to view videos, click for [more information](#).

[System Requirements](#). For additional assistance, please contact us.

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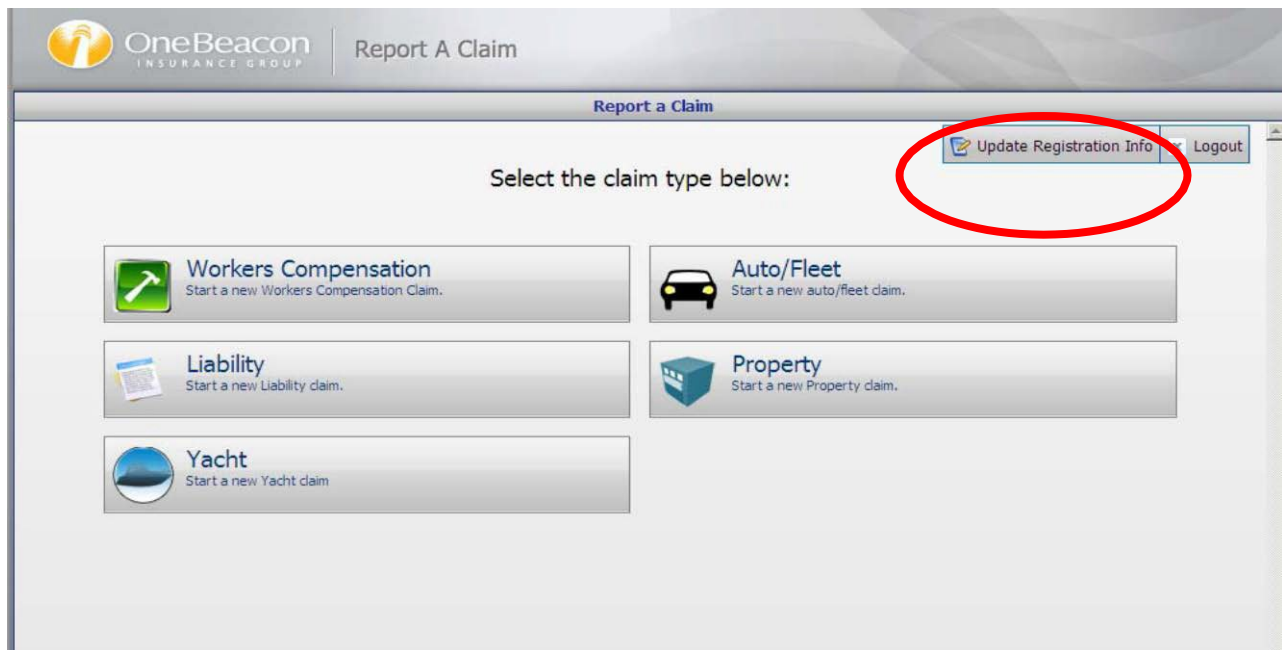
Once logged in, you will be at the main Report a Claim page.



STEP 4: UPDATE USER INFORMATION

To update your user information (e.g. address, phone number, etc.):

- Click the **Update Registration Info** button in the upper right hand corner of the main screen.



- Update your information and select “Save.”

A screenshot of the 'Edit: OneBeacon Claims Demo' form. The form is titled 'Edit: OneBeacon Claims Demo' and contains the following fields: Site Name (OneBeacon Claims Demo), FEIN (234567892), NAICS (5500), Phone (503-123-4578), Country (United States), Address (Line 1) (21010 SW Edison Ave.), Address (Line 2) (apt 33), City (Wilsonville), State (OR), Zip (97256), and Business Mailing Address (if mailing address is the same as the physical address, leave blank.). There are 'Save' and 'Cancel' buttons at the bottom of the form.

STEP 5: ENTER CLAIM INFORMATION

- Select one of the five claim types to report on the main screen:
 - Workers Compensation
 - Liability
 - Auto/Fleet
 - Property
 - Yacht
- For Workers Compensation, you will first need to select a state.
- Enter as much information on each tab.
 - Fields with a red asterisk (*) are required.
 - Use the scroll bars at the right to see the entire form.

Example: Auto/Fleet Claim, Initial Information tab


Main - Windows Internet Explorer provided by OneBeacon Insurance
eedms.com/IncidentTrack/Main.aspx

OneBeacon INSURANCE GROUP | Report A Claim | SUCCEED Management Solutions, LLC

Claim | Auto/Fleet

New Claim Submit Cancel

Type: Claim

Initial Information	Loss Information	Other Property Damage	Insured's Vehicle	Injured Information	Witness Information	Remarks
<p>General Info</p> <p>*Today's Date: <input type="text" value="03/02/2011"/>  ex: 03/02/2011</p>						
<p>Agent Info</p> <p>Agency: <input type="text"/></p> <p>Phone Number: <input type="text"/> Ext: <input type="text"/></p> <p>Email Address: <input type="text"/> ex: x@y.com</p>						
<p>Insured Info</p> <p>*Are you the insured? <input type="radio"/> Yes <input type="radio"/> No</p> <p>*Name: <input type="text"/></p> <p>*Address (Line 1): <input type="text"/></p> <p>Address (Line 2): <input type="text"/></p> <p>*City: <input type="text"/> *State: <input type="text" value="--"/> *Zip: <input type="text"/></p> <p>*Phone Number: <input type="text"/> Ext: <input type="text"/></p>						

- Some tabs provide the ability to add multiple sets of information (e.g. several witnesses). To add additional information:
 - Simply select the **Add** button to add another witness, vehicle, etc.
 - If you wish to delete a witness, vehicle, etc., select the **Clear** button.

Main - Windows Internet Explorer provided by OneBeacon Insurance
eedms.com/IncidentTrack/Main.aspx

OneBeacon INSURANCE GROUP | Report A Claim | SUCCEED Management Solutions, LLC

Claim | Auto/Fleet

New Claim Submit Cancel

Type: Claim

Initial Information	Loss Information	Other Property Damage	Insured's Vehicle	Injured Information	Witness Information	Remarks
<p>Has someone witnessed the accident? <input type="radio"/> Yes <input type="radio"/> No</p> <p>Witness's Name: <input type="text"/></p> <p>Address (Line 1): <input type="text"/></p> <p>Address (Line 2): <input type="text"/></p> <p>City: <input type="text"/> State: <input type="text"/> Zip: <input type="text"/></p> <p>Phone Number: <input type="text"/> Ext: <input type="text"/></p> <p>Add Clear</p> <p>Attention: If you are having difficulty reporting your claim on this website, please report your claim by calling 866-248-3455.</p>						

STEP 6: SUBMIT THE CLAIM

- Once you have filled in as much information as possible on each tab, click the **Submit** button in the upper right hand corner of the screen.
 - If you have not filled out all of the required fields, you will get a pop-up alerting you.
 - Go back to the tabs that are highlighted in **red**, and fill out the required fields.
- **Note:** If the claim is not successfully submitted and the cancel button is selected or the application is closed, no record of it is kept and all information already entered is lost.

Auto/Fleet Claim, submitting a claim when not all required fields are filled in

OneBeacon Insurance Group | Report A Claim | SUCCEED Management Solutions, LLC

Claim #9694
Type: Claim

Submit Cancel

Initial Information | Loss Information | Other Property Damage | Insured's Vehicle | Injured Information | Witness Information | Remarks

General Info
*Today's Date: 03/02/2011

Agent Info
Agency:
Phone Number: Ext:
Email Address: ex: x@y.com

Insured Info
*Are you the insured? ☒ Yes ☐ No
*Name:
*Address (Line 1):
Address (Line 2):
*City: *State: -- *Zip:
*Phone Number: Ext:

! Tabs highlighted in red where not saved. All other tabs were saved.

- After you submit the claim, you will be asked to verify that the claim is not false or fraudulent.
 - Click the **Accept** button to agree to the terms.
 - Click the link for **State Specific Fraud Information** to view the fraud language

OneBeacon Insurance Group | Report A Claim | SUCCEED Management Solutions, LLC

Claim #9694
Type: Claim

Submit Cancel

Initial Information | Loss Information | Other Property Damage | Insured's Vehicle | Injured Information | Witness Information | Remarks

Has someone witnessed the accident? ☐ Yes ☐ No

Witness's Name:

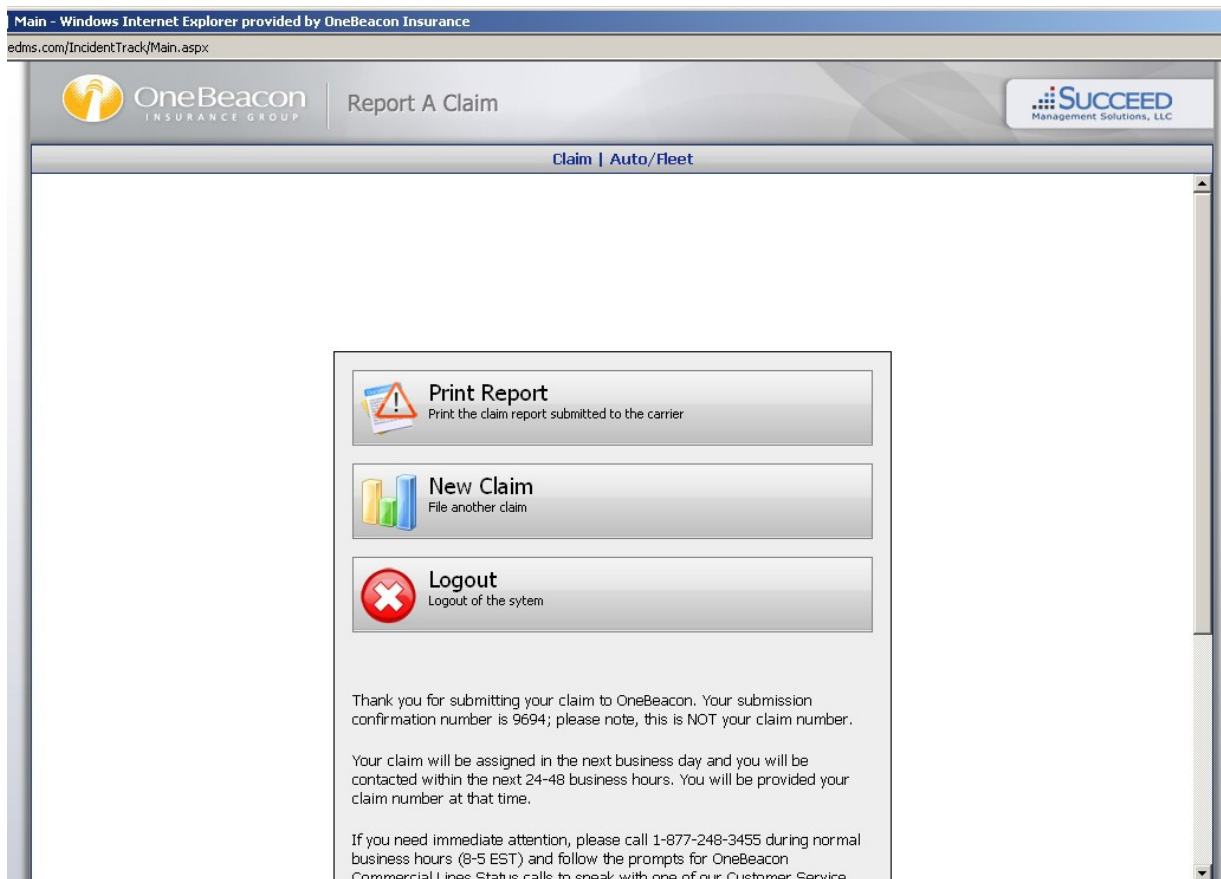
Submit Claim

In order to submit the claim you must agree that the claim is not false or fraudulent.
[State specific fraud information](#)

Accept Cancel

STEP 7: RECEIVE CONFIRMATION OF CLAIM SUBMISSION

- Once your claim has been submitted, you will see a confirmation page.
 - The **Print Report** button can be used to generate and save or print the PDF form created from the claim information entered.
 - The **New Claim** button can be used to go back to the main screen where a new claim type can be selected.
 - The **Logout** button can be used to log out of the application.
- The text contains the submission confirmation number, as well as general instructions about the claim reporting process.
 - Note that the submission confirmation number is not the claim number. Your claim number will be provided to you when you are contacted by our adjuster.
 - You will receive a confirmation email with this same information.



IF YOU NEED HELP

- If you have difficulty submitting your claim online you may phone your claim into our **24-Hour Claim Center** at **(877) 248-3455**.
- If you have any questions relating to a submitted claim, contact us at **(877) 248-3455** during normal business hours (8-5 EST) and follow the prompts for the **OneBeacon Claims Service Center**.
- If you need technical assistance with logging in, internet browser settings, etc., please call the **OneBeacon Enterprise Support Center** at **(877) 248-9500**.