

### Northland Insurance

- **Northland Insurance phone #:** 800-328-5972
- **Services:** ERS towing, jump start, winch out, lockout, fuel delivery, accident scene management / mitigation
- ❖ If Northland rep initiates the service request, verify if it is ERS or a Secondary
  - If secondary, field the call to our Specialty dept.
  - If ERS, proceed with intake.

**Secondary move (typically at a tow yard or shop):** Field to TP Specialty dept

- ❖ **Phone call:** Warm transfer to TP Specialty dept. If Specialty rep is not available to take the call, gather details and email [specialty@transitpros.com](mailto:specialty@transitpros.com) Cc: [ers@transitpros.com](mailto:ers@transitpros.com)
- ❖ **Email:** Forward email to [specialty@transitpros.com](mailto:specialty@transitpros.com) Cc: [ers@transitpros.com](mailto:ers@transitpros.com) and confirm a member of TP Specialty dept has received the request
  - **After hours:** Gather all information including adjuster name, phone #, email address and pictures if available – email to [speacialty@transitpros.com](mailto:specialty@transitpros.com) cc [ers@transitpros.com](mailto:ers@transitpros.com)

### **ERS move:**

- **With Claim #:** verify coverage with a Northland adjuster.
  - If the adjuster cannot provide coverage, customer will pay out of pocket, and we will provide a receipt so customer can apply for reimbursement based on the policy coverage or the unit can go back to vendors lot until the adjuster can provide coverage.
- **No claim # or no coverage:** becomes Single Use and customer pays out of pocket prior to dispatch

### **Communications:**

- **Intake:** Email or phone call from adjuster or phone call from customer (insured)
  - **Adjuster:** Verify if the service is an ERS or Secondary move
    - **ERS:** Request claim # and verify coverage. Note adjuster name, phone # and email address in Special Instructions on step 1.
    - **Secondary:** Field call to our Specialty dept.
  - **Customer (aka insured):** Ask if they have a claim #
    - **Claim #:** Call Northland to verify coverage after intake and verification with the customer
      - Note adjuster's name, phone # and email address and add to Step 1 Special instructions
      - Afterhours – If an adjuster cannot be reached to verify coverage, customer will pay out of pocket and can submit for reimbursement based on their policy coverage or the unit can go back to vendors lot until coverage can be verified.
    - **No claim #:** See "Single Use" procedures
- **If service request is called in by an adjuster:** Initiate email update at dispatch.

- **Send to:** email provided on intake; **Cc:** [ers@transitpros.com](mailto:ers@transitpros.com)
- **TP to Client follow ups/updates:** Email
  - ETA after dispatch
  - On scene
  - Picked up
  - Delivered
  - Any important updates in between

#### Coverage:

- **No claim #:** No coverage, becomes Single Use
- **Claim #:** verify coverage with adjuster

#### Client Info

- Claim #
  - Unit #
  - PO: Claim #
    - If no claim # (Single Use), customer's policy #. If policy # is unavailable, use customer name.
  - Special Instructions: Include adjuster name, phone # and email address if there is a claim #
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- **If accident scene with no delivery address (wreck, burn, etc):** Arrange for the unit to go back to tow vendors lot to be stored until destination is determined – keep client and member updated
    - Select "Drop-Off is Vendor Lot?" box
    - Enter TBD for Del Location, use PU Location State / Zip
    - Negotiate vendor daily storage rate
    - Verify the storage address and update to Del Location on move at dispatch
    - Enter quote at \$1, note with tow quote and daily storage amount
    - Include the daily storage rate and storage address in client email update
    - Once unit is back at vendors lot, confirm move as delivered and verify the move goes into "Hold" status. If move does not automatically go into Hold status, manually change status to Hold.
  - **If PD rotation dispatch:** Notify manager or TL
    - Update adjuster, offer mitigation services if needed, note move and cancel ERS move