

National General Ins - NGIC

- **NGIC phone #:** 800-325-1088
- **NGIC email address:** will vary, ask on intake
- **TP email alias (client to TP emails):** ers@transitpros.com
- **Services:** Towing, jump start, winch out, lockout, fuel delivery, accident scene with no PD dispatch, Roadside services: Transload, Load rework, Load shift.
 - **If a tow vendor is already on scene – see a TL or manager.**
- ❖ If NGIC rep initiates the service request, verify if it is ERS or a Secondary move
 - 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 Cc: ers@transitpros.com
- ❖ **Email:** Forward email to specialty@transitpros.com Cc: 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

ERS move:

- **With Claim #:** verify coverage with an NGIC adjuster.
 - If the adjuster cannot provide coverage, the 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 “NGIC 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.
 - **Secondary:** Field call to our Specialty dept.
 - **Customer (aka insured):** Ask if they have a claim #
 - **Claim #:** Call National General 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 “NGIC – Single Use” procedures

- **If adjuster has confirmed there is coverage:** Keep client updated by email.
 - **Send to:** email provided on intake; **Cc:** 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 NGIC Single Use
- **Claim #:** verify coverage with adjuster

Client Info

- Claim #
 - If no claim #, enter “None”
- Unit #
 - If no unit #, enter VIN
- PO: Claim #
 - If no claim # (*NGIC Single Use*), enter customer’s policy #. If policy # is unavailable, enter customer’s full name.
- Special Instructions: Include adjuster name, phone # and email address if there is a claim #

- **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

NGIC – Single Use

- **National General Ins phone #:** 800-325-1088
- **Services:** ERS towing, jump start, winch out, lockout, fuel delivery, tire services

NGIC Single Use is a reimbursement program for RV breakdowns. The insured will pay out of pocket before dispatch. They will need to submit the receipt to National General Insurance for reimbursement evaluation.

End of intake:

“Now that we have all of your information, we will be reaching out to our providers for ETA/cost options. We will call you back with that information and do require payment via Mastercard or Visa before dispatch. We will provide you with a receipt after payment for you to submit to your insurance for reimbursement consideration.”

- **If customer asks policy / coverage questions:** Redirect customer to National General Ins 800-325-1088
- **If customer is requesting service on a light duty vehicle:** Redirect customer to National General Ins 800-325-1088 and follow the appropriate prompts

DO NOT INFORM MEMBER THEY NEED TO CALL NATIONAL GENERAL FOR A CLAIM # ON RV BREAKDOWNS UNLESS THEY ARE REFUSING TO PAY AND YOU HAVE TRIED TO OVERCOME THE OBJECTION BY EXPLAINING REIMBURMENT PROCESS.

!!! Collect payment before dispatch!!!

- Service call – Add \$100 to vendors quote (plus 3.5% cc fee)
- MD / HD tow – Add \$150 to vendors quote (plus 3.5% cc fee)

❖ If member is requesting a “mobile mechanic”

- **Claim #:** Call National General to verify coverage
 - Note move snapshot with adjuster’s name, phone # and email address
 - Afterhours – If coverage cannot be confirmed or adjuster confirms mobile mechanic service is not covered, customer becomes NGIC Single Use customer and we can offer a tow.
- **No claim #:** See “NGIC – Single Use” procedures
 - Inform member we do not set that service up directly and do not know if that is included in their reimbursement policy. Offer a tow and explain the NGIC Single Use process.
 - Google mechanics local to the customer if they do not have access – provide customer with Co name and number

- Advise member to save their receipt from the provider of their choice to submit for reimbursement consideration with National General.