

Sentry ERS

- **Sentry Insurance phone #:** 800-739-3344
- **Sentry email address:** Will vary, ask adjuster 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 (see Lead/Manager for any other requests)
 - **If a tow vendor is already on scene – see a TL or manager.**
- ❖ If Sentry 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 a Sentry 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 “Sentry - Single Use” and customer pays out of pocket prior to dispatch

Communications:

- **Intake:** Email / 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 Sentry 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 “Sentry 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 Sentry 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 # (*Sentry Single Use*), enter customer’s policy #. If policy # is unavailable, use customer’s full 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

**Next page for Sentry Single Use*

Sentry Single Use Client

- **Sentry #:** 800-739-3344
- **Services:** ERS towing, jump start, winch out, lockout, fuel delivery, tire services

Sentry Single Use is used on ALL Sentry customer mechanical breakdowns and in cases that where the customer is not covered. The insured will pay out of pocket before dispatch.

DO NOT INFORM CUSTOMER THEY NEED TO CALL SENTRY FOR A CLAIM # ON BREAKDOWNS UNLESS THEY ARE REFUSING TO PAY AND YOU HAVE TRIED TO OVERCOME THE OBJECTION BY EXPLAINING REIMBURSEMENT PROCESS. IF THE CUSTOMER WAS IN AN ACCIDENT AND HAS NOT YET MADE A CLAIM, THEY WILL PAY OUT OF POCKET OR THE UNIT WILL GO BACK TO VENDORS LOT UNTIL COVERAGE CAN BE ESTABLISHED.

!!! Collect payment before dispatch !!!

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

➤ If customer is requesting a “mobile mechanic”

- Inform member we do not set that service up directly
- Google mechanics local to the customer if they do not have access – provide customer with Co name and number