

# NIA Claims Reporting Procedure

If your client is a member of NIA and you need to file a claim, please use the appropriate loss notice form. You can find it by using the chart below.

| Claim Type                                 | Form   |
|--|--|
| Business Auto                              | <a href="#">Auto Loss Notice form (ACORD form)</a>                         |
| General Liability                          | <a href="#">Commercial General Liability Loss Notice form (ACORD form)</a> |
| Improper Sexual Conduct and Physical Abuse |  |
| Social Service Professional                |  |
| Directors and Officers                     |  |
| Property                                   | <a href="#">Property Loss Notice form (ACORD form)</a>                     |

Even if you are sending information for reporting purposes only, you still need to send a completed loss notice form.

When using one of these loss notice forms, complete as much information as you have and send it with any attachments provided to you by the insured to the following email: [newclaims@insurancefornonprofits.org](mailto:newclaims@insurancefornonprofits.org).



[insurancefornonprofits.org/broker-claims-reporting-procedure.pdf](https://insurancefornonprofits.org/broker-claims-reporting-procedure.pdf)

## For Brokers

### *Information to Include with a Loss Report*

Information to attach with a loss report may include one to several of the following:

- Incident report form or auto incident report form
- Emails describing incident from insured
- Documents that insured provided
  - Photos or footage of incident
  - Police reports
  - Involved party or witness statements
  - Letters of representation
  - Lawsuit papers

### *Existing Claims*

For information about an existing claim, please [log into the NIA Broker Portal](#). Most of the information requests we receive by phone and email are for information about claims that is readily available on our secure website 24/7, including:

- Claim number
- Date of loss
- Adjuster name
- Short description, and even some detailed information such as vehicle(s) involved (if applicable)
- Reserves and payments made are also available for broker review

[Easy instructions](#) are available for accessing claims information on the secure Broker Portal.

### *Members Filing Claims Directly*

NIA members can also initiate the claim. [Complete instructions for members are provided here.](#)

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### *Documents Referenced*

For NIA claims handling 101, read NIA's approach to claims is unique. [Here's what to expect.](#)

To learn how to check the status of a claim on the Broker Portal, [read these instructions.](#)

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The insurance policy, not this brochure, forms the contract between the insured and the insurer. The policy may contain limits, exclusions, and limitations that are not disclosed in this brochure. Coverages may differ by state.

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