

TO: First Benefits Agents

FROM: Todd Baitsholts, Executive Vice President

RE: Update on First Benefits Claims Department

DATE: October 12, 2022

At First Benefits Insurance Mutual our goal is always to provide our agents and policyholders with the best possible service in every aspect of the policies they entrust to us. As many of our policyholders were forced to reevaluate their business during and after the pandemic, First Benefits has had to do the same.

On November 1, 2022, First Benefits Insurance Mutual will begin a partnership with OccuSure Claims Services through Johnston & Associates. This means, beginning on November 1, OccuSure will be the Third-Party Administrator for all workers compensation claims by any of your clients who are First Benefits policyholders. **BUT to be absolutely clear, their policy will remain with First Benefits Insurance Mutual.** The only thing changing is beginning November 1, 2022, their claims will be handled by OccuSure on behalf of First Benefits.

Like First Benefits, OccuSure prides themselves in working as a team with all their clients. The First Benefits executive team and board of directors researched many claim handling options for our policyholders and, after thoughtful discussion and consideration, believe OccuSure will provide the customer service our policyholders not only have come to expect but also deserve.

To help with a smooth transition, OccuSure will be providing instructions for best practices and submitting a claim as well as hosting webinar trainings that will also guide policyholders on best practices in handling and reporting a workers compensation claim. We will also share that information with you in the coming weeks.

Also, the contact information for First Benefits claims will NOT change:

Phone: 800.360.7867

Fax: 919.977.5844

Email: [claims@firstbenefits.org](mailto:claims@firstbenefits.org)

We have communicated the information regarding the transition of our claims handling with all of our policyholders via a letter that was both mailed and emailed to each of them.

If you have any questions or concerns, please don't hesitate to reach out. We look forward to continuing to partner with you in 2023.