



BTU improves online reporting with Global Intake

Starting July 1, 2020, Berkley Technology Underwriters (BTU) is excited to introduce Global Intake, an enhanced online reporting tool for new claims powered by our Third Party Administrator (TPA) Sedgwick. Global Intake simply replaces our existing online reporting tool with a fresh and more modern look, coupled with greater security and ease of use.

Access to Global Intake for new claim reporting is easy and secure – and it can be done anytime, anywhere, and on any device.

- 1) Visit our website at www.Berkley-Tech.com/Claims, scroll down under the Report a New Claim section, and click on Report a New Claim.

Note - New claims can still be reported by e-mail, phone, and fax:

E-mail: Claims@Berkley-Tech.com

Phone: 1-866-499-5239

Fax: 1-855-999-9033

- 2) Copy/paste this direct URL into any internet browsing platform:
<https://claimlookup.com/BerkleyTech-submit-an-online-claim>

Reporting a Claim

After accessing the online form by one of the two methods above, you will be prompted to select a Claim Type

- Workers Compensation
- Auto
- Property
- General Liability

The next screen will ask you to log in with an Access Code. Enter your name and e-mail address as the person reporting the claim.

Login
sedgwick

First Name Last Name

Email

Access Code Show Access Code

Access Code is
NEWCLAIM

(one word, all caps)



The Access Code for reporting all BTU claims is **NEWCLAIM** (one word, all caps). Then click **Submit**.

The next page opens where you can start the reporting process. The top of the page displays the claim number and claim type. The navigation pane on the right helps you keep track of where you are in the reporting process. The following example shows the page that opens for a Workers Compensation, though questions may vary by claim type.



Confirmation Number: 4020061B3BA

Workers' Compensation

Your Information

Loss Date: *

____/____/____



Loss Date:

Loss Time: *

____:____ am/pm



hh:mm am/pm - Loss time:

First Name *

Last Name *

Your Information
Client/Location Information
Loss Location Information
Employee Information
Benefit State
Employment Information
Incident Information
Injury Information
Witness Summary Information
Contact Information
Comments/Remarks
<input type="button" value="CANCEL"/>
<input type="button" value="SAVE"/>

Required Fields

Questions marked with an asterisk (*) are required fields. After answering all of the questions as completely as possible, scroll to the bottom and click the green **Next** button to continue.

Any question not correctly completed will be flagged as a validation error and marked in red. See an example shown at right.

What if I don't know the answer to a question? Fields without an asterisk (*) can be left blank. However, we recommend that you type "unknown" or "not applicable" into any field that contains text to let the handling claims adjuster know that you did not know the information at the time of reporting or that it was not applicable to the claim.

How do I cancel a claim I have started? Click the **Cancel** button on the right navigation menu or at the end of the form.

Please correct validations.

Your Information
Client/Location Information !
Loss Location Information !
Employee Information
Benefit State
Employment Information !
Incident Information
Injury Information
Witness Summary Information
Contact Information
Comments/Remarks



Review and Submit

Click the **Next** button at the bottom of the page to review and submit your claim. A Review page opens where you can review your answers:

Claim #: 40200119A16

Closing Script

Claim #: 40200119A16
Please use this number on any related correspondence.
Your examiner will contact you within 1 - 2 business days to further discuss your claim.
(None)

Review Intake - Workers' Compensation

Your Information

Loss Date:	01/01/2020	Edit
Loss Time:	01:00PM	Edit
First Name	John	Edit

Click **Edit** beside any section to return to that portion of the claim reporting page and update the information as necessary. When done, scroll to the bottom and of the page and click **Next** again.

When you are done, click **Submit** to complete the process. A message confirms your submission and provides the option to submit another claim.

Note: Your submission is not complete until you click **Submit**.

Frequently Asked Questions

Can I use Global Intake to report a new claim into BTU for any type of claim, anywhere in the world?

Yes. BTU does partner with different TPAs for international matters, however Global Intake can still be used to report those claims. New claims can still be submitted by e-mail, phone, or fax (see first page for details).



Will I get an e-mail confirmation after submitting a claim? Yes. Under the Contact Information section answer Yes to the question if you would like a copy of the report, and enter your e-mail address.

If I report an Auto claim and my employee was also injured, will there also be a Workers Compensation claim created? No. A separate Workers Compensation claim should be submitted for the injured employee.

If I report an Auto claim that involves both 1st Party damages (damage to a vehicle we own/rent/lease) and 3rd Party damages (damages to another vehicle or property that you do not own), do I need to submit two (2) separate claim submissions? No. As long as they are the same claim type (i.e. Auto) you only need to report the incident once and we will open additional claims if necessary. The difference is for Workers Compensation where a separate claim is necessary for each individual employee.

Can I attach files or pictures to my submission? Yes. Towards the bottom of the form there is a section called File Upload where you can attach multiples items and provide a description.

When will I hear from an adjuster after submitting a claim? Our adjusters are required to make telephonic contact within 24 hours of receipt of a new claim. The exception is telephonic contact does not apply to all Medical Only Workers Compensation claims.

I need help with Global Intake, who can I contact? Sedgwick's technical support team can be contacted at 1-866-647-7610 between 6:00 a.m. and 7:00 p.m. Central Standard Time, Monday through Friday.

Who can I contact with questions about my claims or questions in general about my account? Our Berkley Specialty Claims Team is here to answer your questions and provide any support you need:

For Workers Compensation matters:	Andy Herbert, AVP Claims Manager 1-609-844-7849 (office) 1-862-268-1842 (mobile) aherbert@wrberkley.com
For Property, Auto, General Liability matters:	Steve Velardi, AVP Claims Manager 1-609-844-7810 (office) 1-203-980-3172 (mobile) svelardi@wrberkley.com
For general questions:	John Swain, AVP Claims Business Consultant Manager 1-612-344-4562 (office) 1-630-721-0544 (mobile) jswain@wrberkley.com