

**IMPORTANT: PLEASE PRINT AND KEEP A COPY OF
THIS PAGE ON HAND AT ALL JOB SITES.**



HOW TO REPORT A CLAIM

**For emergencies requiring immediate attention, please
utilize the STRAVA 24-hour Emergency Response Hotline,
administered by HETI:**

(844) 232-4907

All non-emergency claims should be reported to North American Risk Services, Inc. (NARS) as soon as possible after the loss. Use any of the following methods 24 hours a day, 7 days a week:

Telephone: (800) 315-6090
Facsimile: (866) 261-8507
Internet: <http://www.narisk.com/report-a-claim/>
Electronic Mail: reportaclaim@narisk.com
Regular Mail: North American Risk Services
P.O. Box 166002
Altamonte Springs, FL 32716-6002
Attn: New Loss Unit

Claims should be reported with a completed Loss ACORD form. At a minimum, please include:

- STRAVA Specialty policy number
- Policyholder contact information – name, phone number, address, email
- Agent contact information – name, phone number, address, email
- Detailed description of the loss as per SECTION VII, paragraph B. of the coverage form

An adjuster will be assigned to the claim and, after reviewing the information provided, will make personal contact via the provided information.

STRAVA Specialty takes claim servicing seriously and considers communication key to a successful relationship. Please feel free to contact NARS at (800) 315-6090 or your STRAVA Specialty underwriting contact should you have any questions regarding this process or a specific claim.