



Commonwealth of Massachusetts
**DEPARTMENT OF HOUSING &
COMMUNITY DEVELOPMENT**

Charles D. Baker, Governor ♦ Karyn E. Polito, Lt. Governor ♦ Janelle L. Chan, Undersecretary

Public Housing Notice 2018-14

To: All Local Housing Authority Staff
From: Sarah O'Leary, Risk Management Specialist
Subject: New Claim Reporting Procedures Mass LHA Property Insurance Program
Date: August 1, 2018

We are writing to inform you of an important change with regard to the Local Housing Authorities Insurance Program,

Beginning today, **August 1, 2018**, **York Risk Services Group** will take over as the Claims Administrator for Property Insurance Claims for the Massachusetts Local Housing Authorities Property Insurance Program. This program applies only to state aided housing properties. All claim reporting requirements remain in effect, with the change that as of August 1, 2018 such claims should be reported to York instead of to Beth Grenier at Sullivan Insurance.

Reporting a Claim:

All claims meeting the property reporting requirements are to be reported to York Risk Services.

York offers multiple options for reporting claims:

- **Phone:** 1-866-391-9675
- **Email:** 8448MALP@yorkrsg.com
- **Fax:** 1-800-393-8104

To expedite the handling of your new claim, please reference **Client Code 8448** when you report a claim.

Claim Acknowledgement:

Once the claim is reported, it will be directed to the York Claims Specialist and an acknowledgement with the Claim Specialist's contact information should be received within 24

hours of reporting a claim. Through this acknowledgement, York will inform the members of your service team at DHCD of the incident.

Existing Claims:

As of August 1, 2018, all existing claims will be transferred from Beth Grenier at the Sullivan Group to York Risk Services Group for tracking and claims will be assigned to an adjuster, in most cases this will be the same adjusters you have worked with at AIG/Lexington. If you have questions regarding payment on claims valued at less than \$5,000 please contact Sarah O’Leary at DHCD. (Sarah.oleary@mass.gov or 617-573-1229)

Contact Information:

You may contact the assigned Claim Specialist at York with any questions or concerns regarding claim reporting. You may also reach out directly to **Massachusetts Local Housing Authorities Property Insurance Program Account Manager, Bonnie McCarthy-VanDunk** or **Designated Claim Specialist Brian Ayoub** (contact information below.)

Account Manager: **Bonnie McCarthy-VanDunk**, Senior Account Executive
Email: Bonnie.McCarthyVandunk@yorkrsg.com
Phone: (973) 404-1280

Claims Specialist: Bryan Ayoub
Email: Bryan.ayoub@yorkrsg.com
Phone: (321) 578-5125

We will have more exciting news about the Massachusetts Local Housing Authorities Property Insurance Program in the next few months and are confident that this program can provide excellent high value insurance coverage for LHAs. Please stay on the lookout for updated Program Reporting Requirements which will be distributed in the future.

Please do not hesitate to contact me with any questions or concerns. (Sarah.oleary@mass.gov or 617-573-1229)

Sarah O’Leary



CLAIM REPORTING PROCEDURES

Starting August 1, 2018; all property claims for the **Massachusetts LHA Program** should be reported to the YORK Claims Intake Center. The YORK Claims Intake Center is ready to accept new losses and provides different options for you to submit new loss reports:

Phone: 1-866-391-9675

Fax: 1-800-393-8104

Email: 8448MALP@yorkrsg.com

To expedite the handling of your new claim, please include the York Client Code: 8448

The York Claims Intake Center will review all claims notices upon receipt and notify the field adjuster. A claim acknowledgement will then be transmitted to the designated individuals advising of the York claim number and the adjuster assigned to the claim.

Key Contacts:

York Program Management Contact:

Bonnie McCarthy-VanDunk, Senior Account Executive

Email: bonnie.maccarthyvandunk@yorkrsg.com

Contact #: (973) 404-1280

York Claims Contact(s):

Bryan Ayoub, Property Claims Adjuster

Email: bryan.ayoub@yorkrsg.com

Contact#: (321) 578-5125