

**DIVISION IX
CLAIMS REPORTING PROCEDURES**

- A. **LOSS NOTICE** -- The preferred method of communicating losses is through the web site (www.scwind.com). All loss notices returned to the SCWHUA Office in Columbia by fax, mail, or overnight service by the producers will be handled as they are received.

- B. **ADJUSTER** -- The Association assigns claims to an available adjusting firm.

- C. **NOTIFICATIONS** -- Letters are sent to the insured and the insurance producer acknowledging the receipt of the loss notice and indicating the adjusting firm handling the claim.

- D. **CALL CENTER** -- SCWHUA contracts with a claims call center to assist consumers in reporting claims. The Association mails an annual wallet card to all policyholders that includes the toll-free call center number. SCWHUA also posts claim information on the web site (www.scwind.com) with additional reporting instructions.