



# LOSS CONTROL TECHNICAL BULLETIN

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## Loss Assistance Hotline

### Purpose

Effective immediately Philadelphia Insurance Companies (PIC) has partnered with a nationally recognized law firm Wilson, Elser, Moskowitz, Edelman & Dicker LLP (WEMED) to offer a **Loss Assistance Hotline**. The **Loss Assistance Hotline** is currently available to all PIC Specialty Lines Division insureds.

The hotline provides policyholders with **2 FREE HOURS** of legal consultation with knowledgeable attorneys on any matter that could **potentially** result in a claim under a PIC policy. The 2 free hours is on a per occurrence basis.

The **Loss Assistance Hotline** is **NOT** a loss reporting hotline. Claims should be reported using the normal procedures set for within a PIC Policy. **The purpose of the hotline is to help prevent a claim from being made and / or to limit the exposure of a particular insured, once he or she is aware of facts and circumstances that might reasonably be expected to lead to a claim.**

It is understood that the information provided, by PIC policyholders to WEMED through the use of this hotline, will be kept completely confidential from PIC. The partnership will allow WEMED to work with an insured for approximately 30 days, in a confidential manner, toward the goal of reducing either the likelihood that a claim will be made, or the exposure associated therewith. If at the end of that time it remains possible that a claim will be made, the insured will be instructed to advise PIC of the facts and circumstances that might reasonably give rise to a claim.

### How to Access the Loss Assistance Hotline

PIC policyholders can access the Loss Assistance Hotline three separate ways. Based on the geographical region that the phone call or the on-line access originates from will determine what WEMED office the call or e-mail gets routed. The hotline will be monitored in each WEMED office by a designated attorney between the hours of 8:30 a.m. Eastern to 5:00 p.m. Pacific each Business day. If a call is received and not answered by the designated WEMED attorney, it will be routed to that office's PIC dedicated voice mail. The voice mail will be checked **TWICE** a day by WEMED. A return phone call should be expected with 12 hours of the initial inquiry. **PLEASE MAKE SURE THAT YOU HAVE YOUR POLICYHOLDER NUMBER AVAILABLE WHEN CONTACTING WEMED.**

- 1) Telephone Hotline: **1-877-742-2201**
- 2) WEMED website: <http://www.wemed.com/pic/>
- 3) PIC Website (link to WEMED): <http://www.phlyins.com/losshotline.htm>

### WEMED Office Routing List

Inquiries from the below states will be routed to the appropriate WEMED office as shown below:

**Chicago Office:** Daniel J. McMahon  
[mcmahond@wemed.com](mailto:mcmahond@wemed.com) (312) 704-1206

IL	IN	IA	KS	MI	MN	ND	SD	NE	WI	MO
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**IMPORTANT NOTICE** - The information and suggestions presented by Philadelphia Indemnity Insurance Company in this Technical Bulletin are for your consideration in your loss prevention efforts. They are not intended to be complete or definitive in identifying all hazards associated with your business, preventing workplace accidents, or complying with any safety related, or other, laws or regulations. You are encouraged to alter them to fit the specific hazards of your business and to have your legal counsel review all of your plans and company policies.



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**Dallas Office:** Doug Noah  
[noahrd@wemed.com](mailto:noahrd@wemed.com) (214) 752-4740

AR	CO	OK	NM	TX	UT	WY
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**Miami Office:** Jim Kaplan  
[kaplanj@wemed.com](mailto:kaplanj@wemed.com) (305) 358-0351

AL	FL	GA	KY	MS	NC	SC	TN
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**New York Office:** Steve Young  
[youngs@wemed.com](mailto:youngs@wemed.com) (212) 286-1078

NY	CT	ME	MA	NH	RI	OH
PA	DT	VT	MD	VA	WV	DC

**San Francisco Office:** Martin Johnson  
[johnsonm@wemed.com](mailto:johnsonm@wemed.com) (415) 781-6924

CA	NV	AZ	WA	OR	HI	AK	MT	ID
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Once routed to the correct WEMED office, the callers and e-mailers will be directed to experienced attorneys in each WEMED office based on the product line inquiry. The groups will be as follows:

- Lawyer and accountants
- Commercial D & O, non-profit D & O
- Insurance Agents E & O, miscellaneous E & O
- Dentists (professional and GCL)
- Healthcare providers

### Examples on When to Use & Not Use the Loss Assistance Hotline

**Inquiries to the Loss Assistance Hotline should only be made PRIOR to making a claim. In addition, it is important that complete confidentiality exists between PIC and our insureds.**

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### D&O Example:

Use the Hotline: An employee threatens to sue an officer of the company for discrimination, but hasn't yet filed a suit).

Don't Use the Hotline: If the employee in the previous example had actually filed a lawsuit, then the client should report the claim to us.

### Lawyers Example:

Use the Hotline: Our insured has an existing client that has not paid their fees for services performed in a timely manner. The question is how can the law firm collect their fees without resorting to suing to collect those unpaid fees?

Don't Use the Hotline: Our insured has already sued their client to collect their unpaid fees, and their client has counter-sued them (the law firm-our insured)

## ATTORNEY BREAKDOWN BY WEMED OFFICE & PRODUCT LINE

Product	Assigned WEMED Attorneys for each office per Product				
	Chicago	Dallas	Miami	New York	San Francisco
Lawyers Professional	Dan McMahan	Doug Noah / Lee Cameron	Jim Kaplan / Bill Zeena	Mark Anesh	Martin Johnson
Accountants Professional	Dan McMahan	Doug Noah / Lee Cameron	Jim Kaplan / Bill Zeena	Fred Knopf	Martin Johnson
Commercial D & O	Dan McMahan / Kristi Gleim	Doug Noah / Lee Cameron	Jim Kaplan / Bill Zeena	Steve Young	Martin Johnson
Dentists Professional	Elizabeth Budzinski / Ben Heller	Doug Noah / Lee Cameron	Jim Kaplan / Bill Zeena	Neil Kornfeld	Martin Johnson
Non-Profit D & O	Dan McMahan / Kristi Gleim	Doug Noah / Lee Cameron	Jim Kaplan / Bill Zeena	Steve Young	Martin Johnson
Insurance Agents E & O	Dan McMahan / Kristi Gleim	Doug Noah / Lee Cameron	Jim Kaplan / Bill Zeena	Steve Young	Martin Johnson
Miscellaneous E & O	Dan McMahan / Kristi Gleim	Doug Noah / Lee Cameron	Jim Kaplan / Bill Zeena	Steve Young / Mark Anesh	Martin Johnson
Healthcare Provider	Bob Heller		Dan Schwatz	Neil Kornfeld	

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