



October 1, 2025

IMPORTANT: CHANGES TO CLAIM REPORTING PROCESS

Effective immediately, Qual-Lynx is implementing an important change to our claims reporting process aimed at enhancing operational efficiency and security. After analyzing our workflow protocols, we have created email queues for the submission of new claims by our Liability and Property Damage teams. These updated claim reporting protocols are part of our ongoing efforts to streamline and secure our claims reporting practices. This change is expected to enhance the organization and routing of incoming claims, improve response times, and strengthen our security measures.

Liability and Property Claims may be emailed directly to the Manager, but claims and any attachments may also be emailed as follows:

- **Liability Claims:** Liabilityclaims@qual-lynx.com
- **Property Claims:** Propertyclaims@qual-lynx.com

Please note that this change does not affect the reporting process for Workers' Compensation claims, which will continue to follow the existing procedures.

Workers' Compensation claims may still be reported by:

- Calling Intake at 888-342-3839. [If after hours (after 5pm and weekends) follow prompts to speak with "On Call Nurse", leave a message and expect a return call within a reasonable time frame.]

Member Next Steps:

1. Forward this notification to all relevant team members and stakeholders who may be impacted by this change.
2. Reach out to Chris Roselli if you have any questions or concerns at chris.roselli@qual-lynx.com or 609-287-8569.

We believe that this change will positively contribute to our continuous improvement efforts and enhance our overall claims handling process.

Qual-Lynx
100 Decadon Drive
Egg Harbor Township, NJ 08234
Phone: 609-653-8400