Quick Reference—

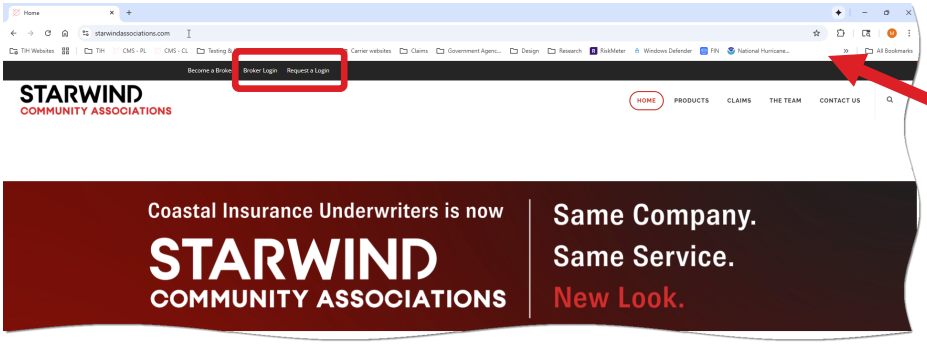
Online Claims Reporting and Assignment

STARWIND COMMUNITY ASSOCIATIONS

Reporting claims for the following products can be done quickly and easily online, 24/7/365, at www.ciuins.com:

- Condominium Association Package
- Homeowners Association Package
- Condo DIC Wrap
- Commercial Umbrella
- Environmental Impairment Liability
- Mold & Sewer Backup
- Cyber Liability
- Legal Defense Gap

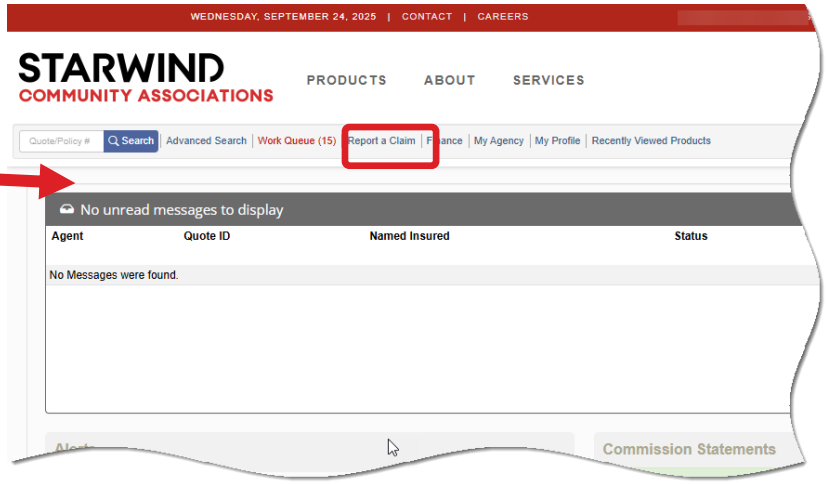
Claims Reporting Step-by-Step Process



Log in to www.starwindassociations.com using your userid & password. Your userid is your email address. If you have forgotten your password, you can click the **Forgot your password?** link

If you do not have a login, click **REQUEST A LOGIN** to find out who your agency administrator is. That person can give you access to our website immediately.

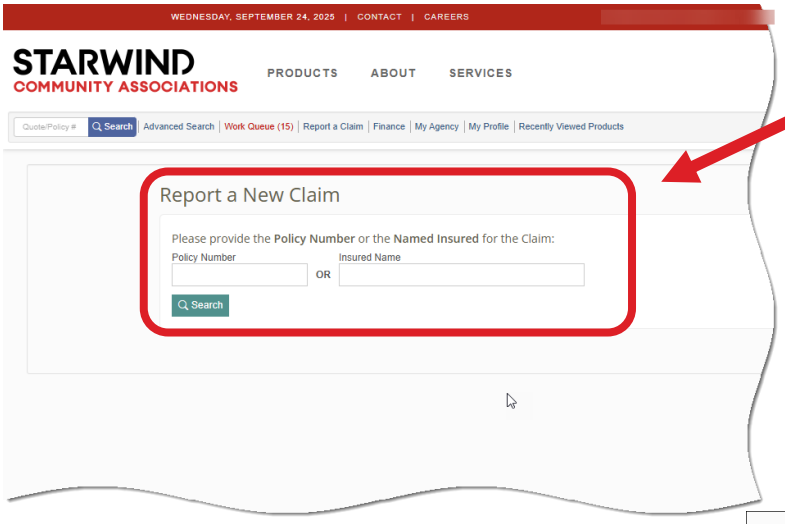
Once logged in, click **Report a Claim** to begin the process.



Quick Reference—

Online Claims Reporting and Assignment

STARWIND COMMUNITY ASSOCIATIONS

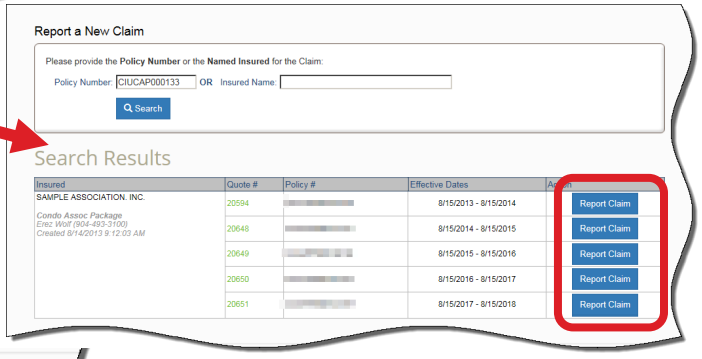


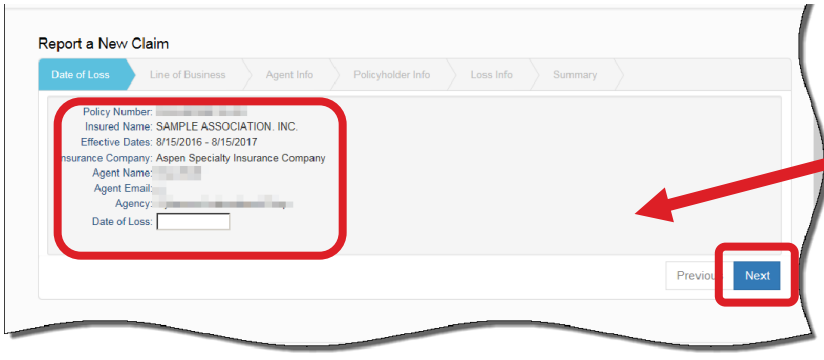
Search for the policy either using the policy number or the insured's name.

If you are using the name search, less is better. As with most search functions, enter just one or two main parts of the insured's name to have the best results.

If searching by policy number, you will have the best luck using the policy prefix followed by the first 6 numbers.

From the *Search Results* screen, click the **Report Claim** button that corresponds to the correct policy term.



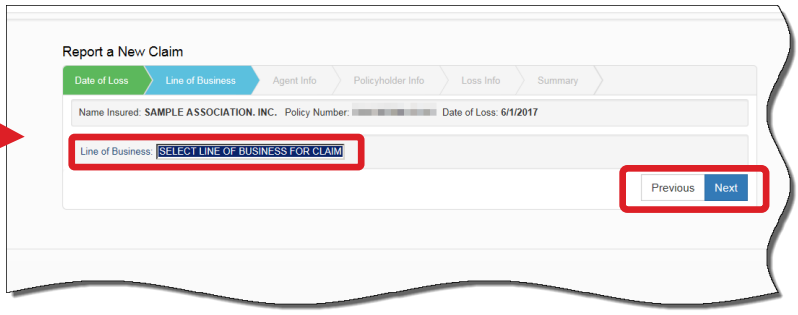


Review the policy information to make sure it is correct (e.g. that you have selected the correct policy term).

Enter the *Date of Loss* and click **Next.**

Click in the *Line of Business* box to show the drop down options (based on the policy chosen).

Choose the correct line of business and then click **Next.**

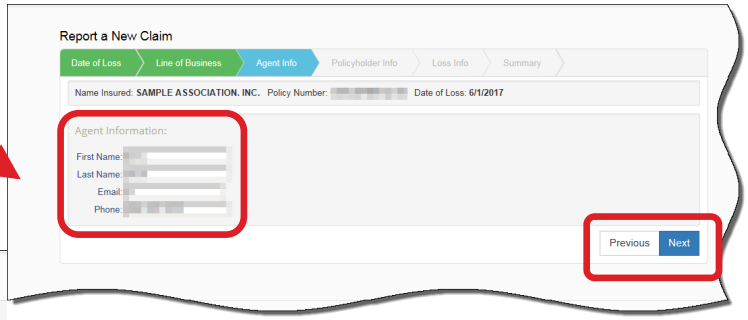


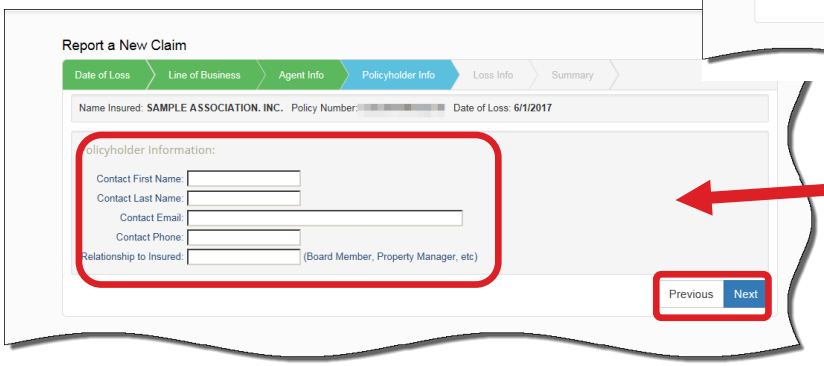
Quick Reference—

Online Claims Reporting and Assignment

STARWIND COMMUNITY ASSOCIATIONS

Enter the agent's information and then **Next.**



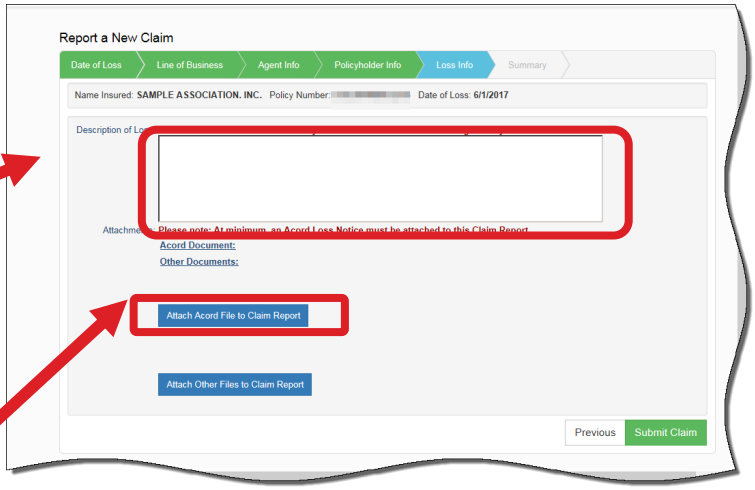


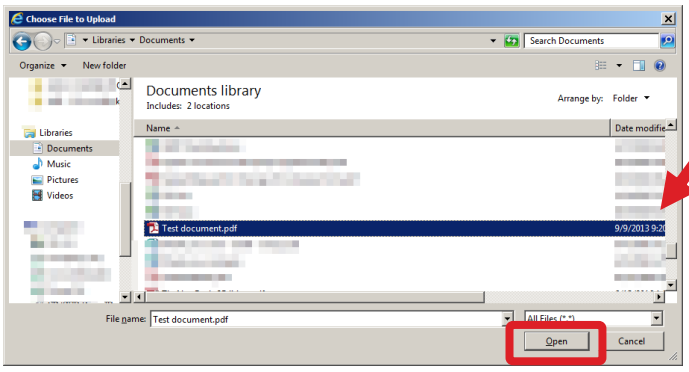
Enter the insured's contact information and then **Next.**

Enter a brief description of the loss (you can copy/paste the description of loss from your Acord Loss Notice if desired). *Please note—this information will pull through to the loss runs.*

At a minimum, you must attach an Acord Loss notice to the claim but you can also attach any other supporting documentation that you may have.

Click **Attach Acord File to Claim Report** to begin.



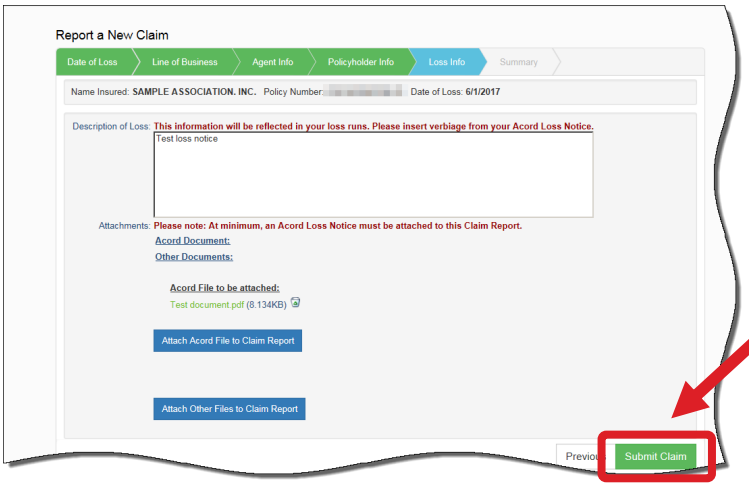


Navigate to where you have the Acord Loss Notice saved on your computer and then click **Open**.

Repeat, if needed, using the **Attach Other Files to Claim Report** button for any supporting documents.

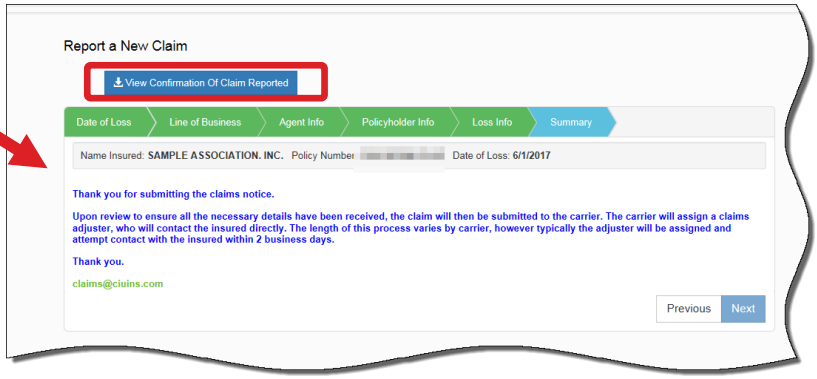
Online Claims Reporting and Assignment

STARWIND COMMUNITY ASSOCIATIONS



Click **Submit Claim** once all documents have been uploaded.

The claim has now been submitted to Coastal for review. If needed, you can click the **View Confirmation of Claim Reported** button to view a summary of the claim details entered (in a PDF file). However, you will receive an email with the Confirmation of Claim document attached.



The carrier will assign a claims adjuster, who will contact the insured directly. The length of this process varies by carrier, however, typically the adjuster will be assigned and attempt contact with the insured within 2 business days.

We will update the claim online with the carrier's claim assignment information. You will receive an email that the claim has been updated with the applicable assignment information, and there will be a link for you to view. You can update your file with this claims assignment detail.

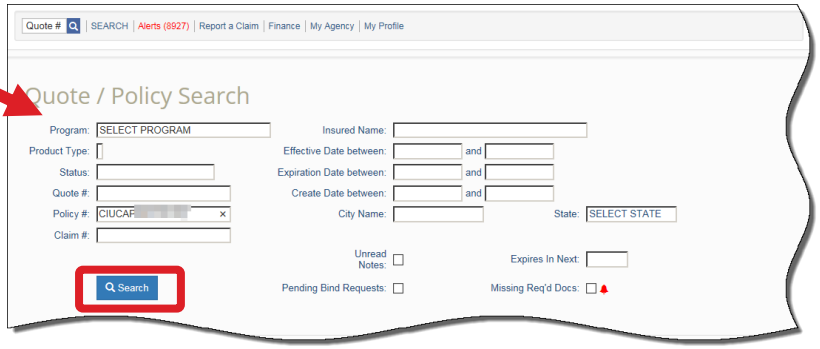
Quick Reference—

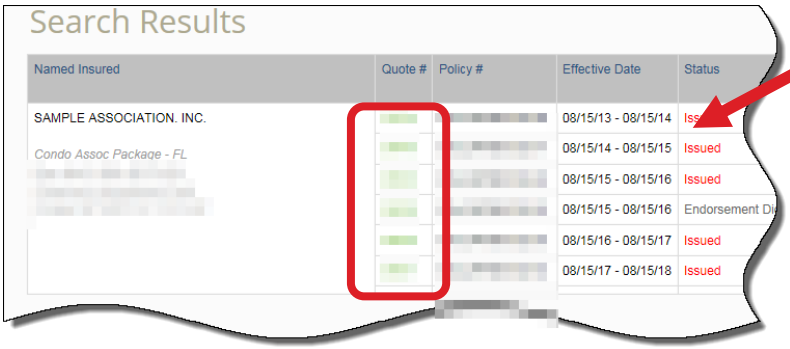
Online Claims Reporting and Assignment

STARWIND COMMUNITY ASSOCIATIONS

Viewing Claims Assignment on a Previously Filed Claim

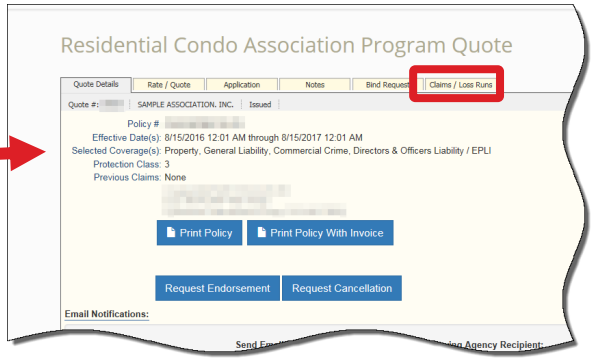
From the *Search* screen, search for the policy using either the insured's name, policy number or claim number.

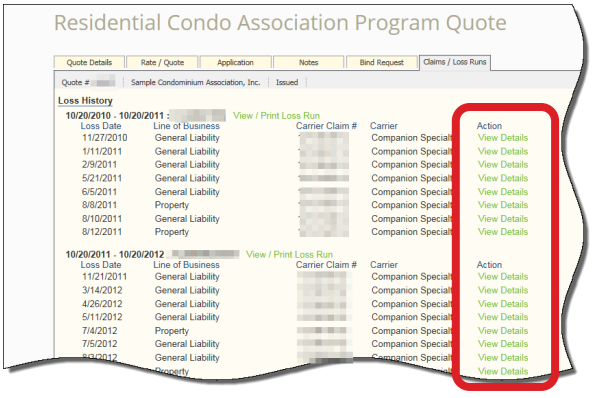




Click the **Quote #** for any ISSUED policy. Do not access the renewal quote (if shown) as claim information is not available for iterations in quote status.

Click the **Claims/Loss Runs** tab.





Click **View Details** for the claim you want to review.

The claim number and adjuster information will be shown.

(Note—it can take 24-48 hours before a newly reported claim is viewable here).