

Lloyds Claim Handling Procedures

All claims for Lloyds policies should be assigned to the following facility for handling:

Johnson Claim Service, Inc.
3103 S. Juniper Ave
Broken Arrow, OK 74012
Telephone Number: 918-455-3900
Fax Number: 918-455-7460 or 918-455-2694
ajohnson@johnsonclaimservice.com or
smurray@johnsonclaimservice.com

AFTER HOURS: 800-241-6166

When calling in the loss, be sure to have all pertinent information regarding the accident. For Example:

- 1) Named Insured and Policy number**
- 2) Date of loss**
- 3) Location of loss and Details of the accident**
- 4) Description of the vehicles involved, with the Serial Numbers**
- 5) Name of driver and Social Security number**
- 6) For cargo claims: Type of Cargo, Shippers name, cost or weight of the product involved and If you feel the product is salvageable.**

For the best service, please contact the claims department directly.

The following information/documentation is necessary for the adjuster to properly investigate and present the file for review regarding conclusion of the claim:

Physical Damage:

- ❑ Insured's statement
- ❑ Driver's statement
- ❑ Copy of title and/or registration of the involved vehicle
- ❑ Lease agreement (if applicable)
- ❑ Driver logs
- ❑ Wrecker fee documentation (if any)
- ❑ Police report
- ❑ Appraiser's agreed estimate (shop estimates will be accepted for minor damages)
- ❑ Documentation concerning repairs/improvements, if the unit is a total loss. This assists in properly evaluating a tractor or trailer.
- ❑ Full lien holder information, so contact can be made with their office if necessary.

Motor Truck Cargo

- ❑ Insured's statement
- ❑ Driver's statement
- ❑ Copy of title and/or registration of the transport tractor
- ❑ Lease Agreement (if applicable)
- ❑ Copy of trailer title and/or registration and/or lease documents if any trailer involved in a refrigeration loss
- ❑ Police report
- ❑ Bill of lading
- ❑ Shipping documents such as manifests, shipping confirmation sheets, shipping orders, broker's load agreement/instructions, etc.
- ❑ Any loss claim document presented by a shipper, consignee or load broker
- ❑ Earned freight loss documentation
- ❑ Debris removal documentation
- ❑ Refrigeration breakdown claims – full description of the refrigeration trailer, refrigeration unit and maintenance records concerning the refrigeration unit.