

Online claim reporting guide

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Introduction

Reporting and handling claims can take a lot of time and effort. We understand. To make it easy to get started, we offer you multiple ways to report a claim, including an online option. This guide will help you:

- Log in to your online insurance account
- Request access to the online claim reporting system
- Navigate the online claim reporting system
- Enter and edit claims

Access our online claim reporting system

You can access the online claim reporting process directly from the Sentry Insight system, along with other resources, including account management and billing. From the Claims section, click **Report a claim**.

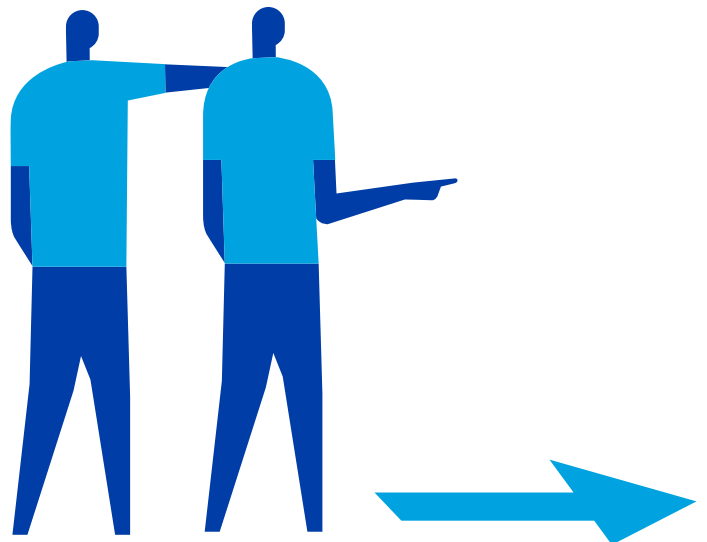
Request access

If you haven't reported a claim online before, you'll need to request access. Click **Report a claim**. This will display a window allowing you to request access by entering just a few pieces of information.

To help keep your information safe and your account secure, it'll take one to three business days for us to process your request. We'll send you an email when your request has been approved.

Questions

If you have any questions about your request or the online claim reporting system, contact our Claims department at 800-473-6879, or sentryinsightsupport@sentry.com. You can also find more claims information and contact details in the **Report a claim** section of your online account.



System navigation

Our claim reporting system reacts to the data you enter as you provide it, allowing you to efficiently proceed through the process. It also alerts you as needed to help ensure you provide all necessary information. There are three core elements of the claim reporting system:

1. Online claim reporting landing page

From this landing page, you can select which type of claim you'd like to submit based on your policy and the type of incident. Simply click the appropriate card to begin. If you're unsure of which card to select, or don't see the card you're expecting, please call our Claims department at 800-473-6879.

Online claim reporting

To begin the process of submitting your claim, select the appropriate claim type below. We've included descriptions and additional information for each, so you can be sure you're reporting the correct claim type.

If you've already started a claim, use the search option below to locate it.

 [Search](#)

What type of claim are you reporting?

 Workers' compensation 	 Auto 	 Property 
 Liability 	 Data security  Data compromise, Identity theft, Cyber liability	Still not sure? We'll help you determine your claim type. Contact us 

2. Data entry fields

Follow prompts as they appear and select or enter data.

Please note: All fields with asterisks are required to be completed. If you try to leave a page without completing all required fields, you'll receive a message directing you back to the incomplete required field.

3. Claim navigation

The navigation progress menu on the right side of the screen shows each section you need to complete and tracks your progress through the claim reporting process. At any point throughout the process, if you have questions or need assistance, please call our Claims department at 800-473-6879.

Suspending and aborting claims

You have the option to suspend—or pause—and even cancel an unsubmitted claim. This tool allows you to start a claim with the information you have, then suspend it while you gather what you still need. You can also cancel a claim at any point prior to submitting it. Take this action if you've started the process but determine you no longer need to complete the submission.

The screenshot displays the Sentry web application interface for reporting a claim. At the top, the Sentry logo is on the left, and the user's name 'Rex Ternal' is on the right. Below the header, the 'FNOL ID: 1220270' is shown, along with 'Suspend' and 'Cancel' buttons. The main content area is titled 'Person reporting information' and contains several input fields: 'First name *' (Chris), 'MI' (MI), 'Last name *' (Kranz), and a 'Qualifier' dropdown. Below these are fields for 'Address line 1' (4800 Norway Pine Way) and 'Address line 2'. Further down are 'ZIP code' (54482), 'City' (Stevens Point), and 'State' (Wisconsin) dropdown. There are also fields for 'Work phone' (715-321-0572), 'Cell phone', and 'Fax number'. An 'Email address' field contains 'christopher.kranz@sentry.com'. At the bottom of the form is a dropdown for 'Are you the contact for this claim? *'. A blue 'Next' button is located at the bottom right of the form area. On the right side, a 'Progress' sidebar lists various sections: 'Person reporting information' (highlighted), 'Facts of loss', 'Account search', 'Account/corporate location', 'Loss location', 'Benefit state', 'Employee information', 'Employment information', 'Incident', 'Injury', 'Lost time', 'Physician/facility summary', 'Witness summary', and 'Comments/remarks'.



Frequently asked questions

“Who should I contact with any problems when entering a claim?”

Contact us at 800-473-6879.

“Where is my data saved?”

Your data is saved each time you navigate from screen to screen by clicking **Next** or **Back**. You can also click the **Suspend** button. This will save the information you've entered and allow you to come back and finish the submission later.

“Why can't I move to the next screen?”

You need to complete all the required fields before navigating to a new screen. If you miss a required field, the system will show you any missed fields. Once you complete those fields, you'll be able to proceed to the next screen.

“Which fields are required?”

You're required to complete all fields with an asterisk.

“What is my FNOL ID number and why do I need it?”

The first notice of loss (FNOL) ID number is a reference number within online claims reporting—use it for reference until you're assigned a claim number.

“How do I find my claim after submitting or suspending it?”

The online claim reporting landing page has a search link. You can narrow your search to submitted or suspended claims.

“What is the Longshore/Jones Act?”

The Longshore/Jones Act refers to longshore coverage for workers engaged in maritime employment who are injured on navigable waters. If you're unfamiliar with the Longshore/Jones Act, it likely doesn't apply to your claim, so answer N (No) when you're prompted with that question.

“What is the Account/corporate location name/address?”

This information is based on the account you select on the **Account search** screen. It identifies your corporate headquarters or primary location.

“What are the differences between Risk location name/address and Customer location name/address?”

Risk location and customer location are two different ways to indicate where an employee works. Some customers have risk locations in our policy system, and others have defined locations. If you have claim locations configured on your account, select the claim location, and—when prompted—select the risk locations nearest to the affected employee's work location.

“Why don't dropdown values always appear on the department codes field on the Account/corporate location screen?”

Dropdown values only appear if the customer location you select has department codes associated with it.

“Why does nothing happen when I click Report a claim?”

Your pop-up blocker may be causing this issue. If you don't get a message from your browser stating something has been blocked, check your browser settings.

“What if I don't have a Social Security number to enter?”

You can select No on this question. If we need a Social Security number for the claim, we'll contact you.

“What are comments and remarks?”

This field allows you to enter any additional information we didn't specifically ask you for, but which could be useful as we process your claim. Be aware that your comments and remarks will be part of the official claim file.

“How do I enter a customer location code?”

After selecting an account on the **Account search** screen, you'll see the option to select a customer location. To search for and select a location, click **Select customer location**.

“Where do I enter a job class code?”

If you know the job class code, enter it in the **Job classification** field on the Employee information screen.

“What happens after I submit the claim?”

After you submit your claim, a Sentry associate will review and assign it to a claim representative. The claim representative will then begin their investigation.

“What is the timeline before I hear from your claim representative?”

A claim representative will contact you within one business day after the claim has been entered and assigned.