

## Internet Loss Reporting

The PMA Management Corp. is deeply committed to delivering exceptional service to you, our clients. We are also passionate about continuing to develop new ways to ease your administrative burdens and enhance the performance that we achieve for you.

I am pleased to announce that we have enhanced our service program by now providing Internet Loss Reporting capabilities, enabling you to report all your PMA claims electronically. PMA's Internet Loss Reporting is easy to use.

Simply follow these steps:

(Note: Supported browser versions are Internet Explorer 5.5 and above.)

- Open the PMA Management Website [WWW.PMAMC.COM](http://WWW.PMAMC.COM)



- Click on the icon "Report a Claim".
- Fill in your user name and your password. Please contact the State of Delaware Insurance Coverage Office at 302-739-3651 for this information.
- Simply select the type of claim being reported.
- Complete the few screens that are presented. The mandatory fields (information required to begin the claim review process) are highlighted in blue.
- If you would like to receive an email copy of the information you have provided (along with the claim number that you are assigned), on the last screen check "Send email copy to originator" and enter your email address in the space provided.
- Click on the "SUBMIT CLAIM" button and your claim will be transmitted to our claim processing offices. You will receive immediate confirmation of receipt along with the Claim Number that has been assigned to your claim.

Reporting claims promptly over the Internet enables PMA to implement our three-point (Injured Employee, Medical Provider and Employer) contact strategy sooner. Prompt communication among the parties helps eliminate confusion, allows for investigation of facts to make a compensability determination, sets expectations early for estimated length of the disability and lays the foundation for prompt return to work. We encourage you to report claims immediately.

We appreciate your continued loyalty and your business.

Sincerely,  
Kurt Schuhl  
Senior Vice President and Chief Claims Officer