

Better Support for Auto Claims

In December 2021, Coaction began utilizing [Gallagher Bassett](#) to help handle the day-to-day management of auto claims, operating as an extension of our in-house claims department. The GB team will be fully dedicated to Coaction and will not be handling business from other carriers.

Coaction's management team will maintain significant oversight over the TPA to ensure a seamless experience for all.

Key Benefits of Gallagher Bassett

Our goal is to provide an exceptional and transparent claims-handling experience to all our auto clients.

- **GLOBAL PRESENCE** - Gallagher Bassett is the fourth largest TPA worldwide serving over 3,500 clients globally through more than 110 branches and over 4,700 skilled professionals
- **INDUSTRY LEADER** - Gallagher Bassett is a six-time winner of the Business Insurance Buyers Choice Award for Overall Commercial TPA
- **DECADES OF EXPERIENCE** - With over 60 years of claims-handling experience, Gallagher Bassett has accumulated vast amounts of claims and medical data, enabling them to provide in- depth benchmarking to help better manage claims outcomes

To learn more about Coaction, visit coactionsspecialty.com

Policies are underwritten by the insurers of Coaction Specialty Insurance Group, which includes New York Marine and General Insurance Company, Gotham Insurance Company, and Southwest Marine and General Insurance Company. Policies may not be available in all jurisdictions. Actual coverage is specified in the policy issued.

Coaction Specialty Insurance, 412 Mt. Kemble Ave., Ste 300C, Morristown, NJ 07960.

Loss Reporting

Reporting a claim to Coaction will stay the same. Agents and insureds can report a claim to Coaction by:

-  Sending an email to claims@coactionsspecialty.com
-  Calling **1-800-774-2755** and pressing "1" to report a claim
-  Visiting coactionsspecialty.com and filling out our online form
-  Sending a fax to **1-855-657-3534**

Expectations

What Happens After Reporting a Claim To Coaction?

After a claim has been reported to Coaction, Gallagher Bassett will send out an acknowledgement letter, which will include the claim number, the assigned claims adjuster, and contact info for further claims-handling communication.

Escalations

Should your experience require escalation to Coaction's management team, below are our contacts:

Angela Duguay – BI Oversight
aduguay@coactionsspecialty.com
973-532-1762

David Austin – BI Oversight
daustin@coactionsspecialty.com
973-532-1992

Anthony Franchini- PD & PIP Oversight
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973-532-6393

Nathan Tambs – AVP, Claims
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973-532-1409