Community Association CLAIM Contact List

Use this document as a guideline and fill in the adjuster information as you receive it.

**CLAIM NUMBER**: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Claims Liaison**

Reports the claim

Name: Cyndi Scherzer, Marsh & McLennan Agency

Phone: 763-746-8513

Fax: 763-548-8994

Email: claims@marshmma.com

**Insurance Company Desk Adjuster**

Assigns the independent adjuster, approves the estimate and issues the checks

Name:

Phone:

Fax:

Email:

**Independent Field Adjuster**

Reviews the damage, develops a scope of work statement and drafts an estimate

Name:

Phone:

Fax:

Email:

**Claims Specialist**

Ensures an inspection is scheduled, answers questions, manages disputes

Name: Adam Boydston, Marsh & McLennan Agency

Phone: 763-746-8314

Email: adam.boydston@marshmma.com

**Claims Consultant**

Answers questions, guides complicated claims and manages disputes

Name: Kristen Ries, Marsh & McLennan Agency

Phone: 763-746-8320

Email: kristen.ries@marshmma.com

**Claims Manager**

Addresses high-level disputes

Name: Abby Johnson, Marsh & McLennan Agency

Phone: 763-746-8293

Email: abby.johnson@marshmma.com

**Disclaimer:** This publication is a service to the clients and prospects of Marsh & McLennan Agency LLC. It is designed only to give general information on the topics actually covered. It is not intended to be a comprehensive summary of possible situations, treat exhaustively the subjects covered, provide legal advice or render a legal opinion. Actual coverage determinations for specific losses are made by the representatives of the insurance company in force at the time of loss and not by Marsh & McLennan Agency. This document is not intended to replace any insurance policy language.