

How to Submit a Year-End Aggregate Request

After End of Policy Year

REQUIREMENTS

1. What to Submit

Please submit the following:

1. Completed Aggregate Monthly Claims Report/Reimbursement Request form
2. Monthly check register for the policy period
3. Proof of funding for all claims (bank statements)
4. Paid Claims Summary listing:
 - a. Employee name
 - b. Claimant name
 - c. Provider name
 - d. Dates of service
 - e. Type of service
 - f. Billed charges
 - g. Amount paid
 - h. Paid date
 - i. Check number
5. Voids and/or refunds
6. Specific claim report
7. Benefit code/service type report
8. Subrogation and overpayment reports
9. If Rx is covered by the Aggregate policy: Rx invoices
10. If Rx is covered by the Aggregate policy: Rx rebate information
11. Additional Info Upon Request – We may request other documentation, depending on the type of claim

Failure to submit any of the above documentation could result in a delay in the completion of the Aggregate audit.

2. When to Submit a Request

IMPORTANT: Regarding timing of requests:

- The Policyholder must submit a written proof of loss within 90 days of it being paid by the Policyholder.
- Proof of loss will be accepted after 90 days only if it is shown to have been submitted as soon as reasonably possible.
- Proof of loss will not be accepted later than one year after the date of loss.

3. How to Submit a Request

Submit your Aggregate claims : **Berkley Secure File Share** (see attached instructions)

www.BerkleyAH.com

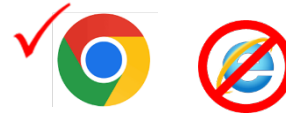
Send and Share Files with Berkley Secure File

You have been invited to send and share files safely with W. R. Berkley associates using this link:

<https://Fileshare.WRBerkley.com>

BEFORE YOU BEGIN

1. Google Chrome is the preferred web browser. Please use Chrome when accessing Secure File, **not Internet Explorer**.



2. Berkley Secure File uses GoAnywhere's GoDrive solution. You may see these names used interchangeably in these instructions.



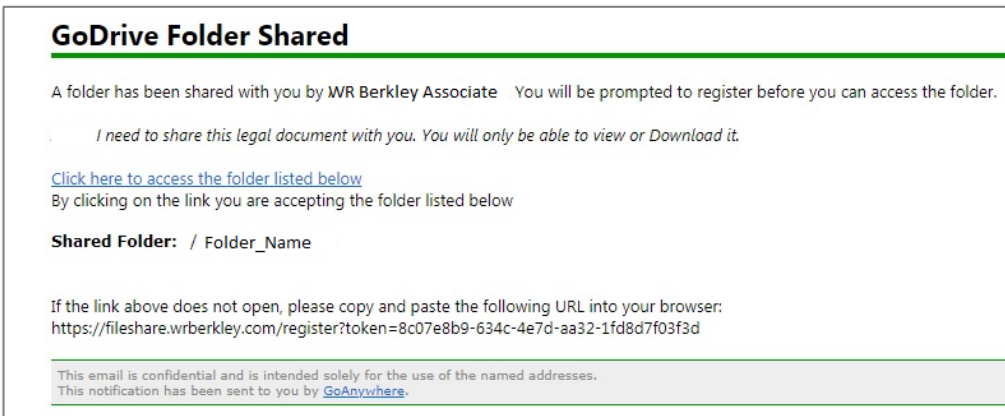
GoDrive

Collaborate, synchronize and share documents with other users.

SETTING UP YOUR ACCOUNT

If this is your first time using Berkley Secure File, you will have to register and create an account.

- 1.1.1. **Email Invitation** – You will receive an email similar to this:



- 1.1.2. Click on the “Click Here to access the folder listed below.” Your email invitation is only valid for 7 days. If you do not register within 7 days, the invitation will expire and your W. R. Berkley associate will have to resend a new one.
 - 1.1.3. The email’s “From” address will be the W.R. Berkley associate who invited you. All email replies will return to the associate.

1.2. Registering

- 1.2.1. **STEP 1:** Enter the email address that was used to invite you and press “Next.” You cannot use a different email address.

The screenshot shows a web browser window with the URL <https://fileshare.wrberkeley.com/register?token=8c07e8b9-634c-4e7d-aa32-1fd8d7f03f3d>. The page header includes the GoAnywhere Web Client logo. Below the header, a progress bar shows three steps: Step 1 Enter Email (active), Step 2 Verify Email, and Step 3 Complete Registration. The main content area prompts the user to "Specify your email address, then click Next." There is a text input field labeled "Email Address *" containing the email address "ajspisak@yahoo.com". Below the input field are two buttons: "Next" and "Cancel".

- 1.2.2. **STEP 2:** You will receive another email from W. R. Berkley Secure File containing a one-time verification code. Cut and paste the code into your registration screen and press “Next.”

The screenshot shows an email from "Berkley Secure File System" addressed to "Your_Email_Address". The subject is "Verification Required". The body text states: "To continue registering, please copy the verification code below into your browser:". Below this, the "Verification Code" is displayed as "oa15c115-4e52-3e2a-88dd-3cab32ad5c0e", which is highlighted with a black box. An arrow points from this box to the right, with the text "Cut and Paste into the Verification Section of Step 2". Below the code, there is a link: "If your browser has closed since requesting registration, you can continue by clicking on the link below. [Click here to verify your email address](\"#\")". Further down, it says: "Or copy and paste the following URL into your browser: [https://fileshare.wrberkeley.com/register?vtoken=oa15c115-4e52-3e2a-88dd-3cab32ad5c0e](\"https://fileshare.wrberkeley.com/register?vtoken=oa15c115-4e52-3e2a-88dd-3cab32ad5c0e\")". At the bottom, a footer note states: "This email is confidential and is intended solely for the use of the named addresses. This notification has been sent to you by [GoAnywhere](\"#\")."

The screenshot shows the GoAnywhere Web Client registration page at Step 2: Verify Email. The progress bar now highlights Step 2. The main content area states: "An email has been sent to 'ajspisak@yahoo.com' with the verification code. Please copy that code into the box below and click Next." Below this text is a text input field labeled "Verification Code *" containing the code "oa15c115-4e52-3e2a-88dd-3cab32ad5c0e". At the bottom are "Next" and "Cancel" buttons.

- 1.3. **STEP 3:** Complete registration by providing all required information and then press “Submit.”

The screenshot shows the 'GO ANYWHERE Web Client' registration interface. At the top, there's a logo and the title. Below it, a progress bar indicates three steps: 'Step 1 Enter Email', 'Step 2 Verify Email', and 'Step 3 Complete Registration', with Step 3 being the active step. The main area is titled 'Register' and contains a prompt: 'Please enter the information below and click Submit.' The form is divided into two sections: 'Login Credentials' and 'Contact Information'. The 'Login Credentials' section includes fields for 'User Name *' (containing 'Your_Email_Address'), 'Password *' (masked with dots), and 'Confirm Password *' (masked with dots). The 'Contact Information' section includes fields for 'Email Address' (containing 'ajspisak@yahoo.com'), 'First Name *' (containing 'First Name'), 'Last Name *' (containing 'Last Name'), 'Organization *' (containing 'Your Name or Company Name'), and 'Phone *' (containing 'Your Phone Number/Main Number'). At the bottom of the form are 'Submit' and 'Cancel' buttons.

- 1.4. Once you have registered, you can login to <https://fileshare.wrberkley.com> using the account information you created. You can also click on the link provided in your original email. Your W.R. Berkley associate will be notified that you have completed your registration.

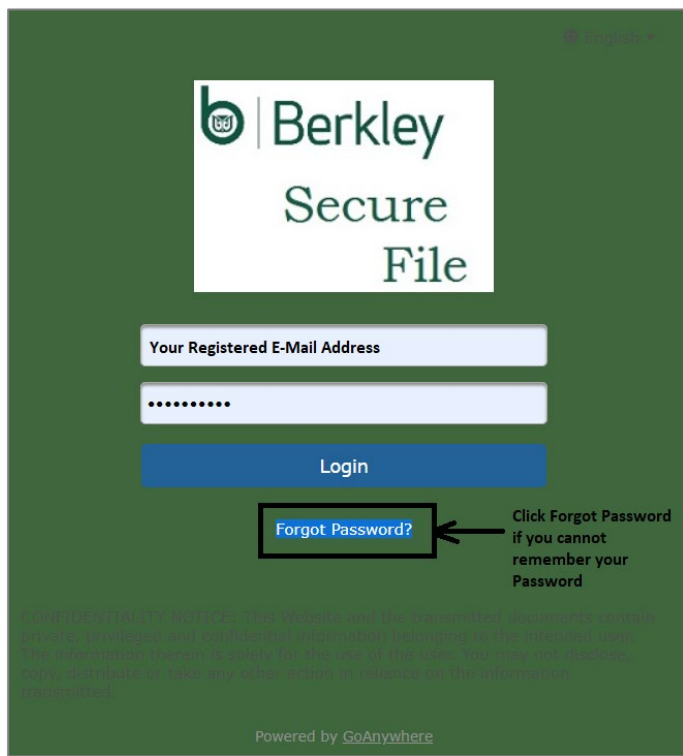
1.5. Privacy Notes

- 1.5.1. None of the information entered is shared with anyone other than the W. R. Berkley Associate that invited you.
- 1.5.2. All Files are subject to W. R. Berkley’s confidentiality agreements. Upon logging in, you agree to the following:
- CONFIDENTIALITY NOTICE: This Website and the transmitted documents contain private, privileged and confidential information belonging to the intended user and W. R. Berkley. The information therein is solely for the use of the user and W. R. Berkley.
- 1.5.3. No files will remain in the system longer than 60 days. A new file pruning solution will be implemented and remove files that have not been modified within 60 days.

SENDING AND SHARING FILES

2. Logging In

You will be prompted to enter your username and password, which you created during registration.

The image shows the login interface for Berkley Secure File. It has a dark green background. At the top center is the Berkley logo (a stylized 'b' in a circle) followed by the text 'Berkley Secure File'. Below this are two input fields: the first is labeled 'Your Registered E-Mail Address' and the second is for a password, indicated by dots. A blue 'Login' button is positioned below the password field. To the left of the 'Login' button is a link that says 'Forgot Password?'. To the right of this link is an arrow pointing to it, with the text 'Click Forgot Password if you cannot remember your Password'. At the bottom of the screen, there is a small disclaimer in all caps: 'CONFIDENTIALITY NOTICE: This Website and the associated documents contain private, confidential and confidential information belonging to the intended user. The information therein is solely for the use of this user. You may not disclose, copy, distribute or take any other action in reliance on the information presented.' At the very bottom, it says 'Powered by GoAnywhere'.

2.1. After logging in, you will see the GoAnywhere dashboard. Here you can update your Profile, View Activity Reports, Get Help, and use GoDrive. Select GoDrive to share files.

2.2. Password Note: If you enter your password incorrectly three consecutive times, your account will be locked. If you cannot use the Forgot Password Link, tell your W. R. Berkley associate that your account is locked, and your associate can unlock it.

3. Berkley Secure File Actions

3.1. Your Enabled Actions: The actions you are allowed to do depend on your assigned role.

3.1.1. Assigned Roles – Your assigned role was created when you were invited. Your role will govern your abilities within the solution.

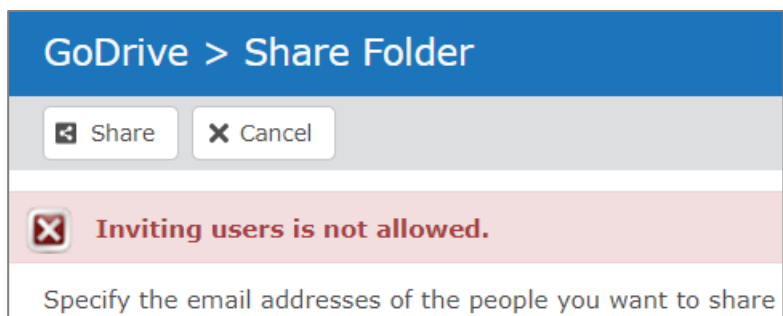
3.1.1.1. Viewer – You can View and Download the file. Your account will not require a licensed account, and therefore is free to use.

3.1.1.2. Contributor – You can View, Download, Upload, and Add Comments to the shared item.

3.1.1.3. Editor – You can View, Download, Upload, Add Comments, Rename, Delete and Share the folder/items with other GoDrive users. You are not able to invite new users to file share.

3.1.1.4. Owner – You have full access to the shared item, including the ability to manage file locks and other users Shared Access levels.

- 3.1.2. Sharing – Shared Partners cannot invite new people to share files or folders. If the account already exists on the system, you can share with them. In other words, you cannot invite new W. R. Berkley Secure File participants.

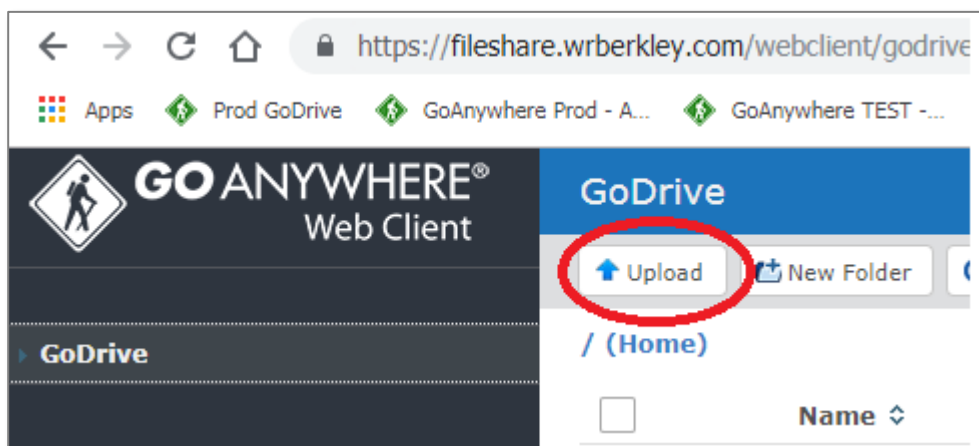


3.2. Downloading Files

- 3.2.1. Select the file, by either clicking on it or selecting the box in front. If the type of file is “Media Viewable (Picture, Video etc...)” a new window will pop up. You can click the download button on the upper right portion of your web browser.
- 3.2.1.1. At the bottom of the screen there will be a download button.
- 3.2.2. If selecting multiple files, the system will automatically ZIP all the files into one downloadable file. You will then have to extract these files on your computer.

3.3. Uploading Files

- 3.3.1. If you were invited with the role “Contributor” or any other Role than “Viewer,” you will have the ability to upload files and share with your W. R. Berkley associate.
- 3.3.1.1. You can Upload by either Dragging and Dropping files from your Windows Explorer (My Computer), or click on the “Upload” feature.

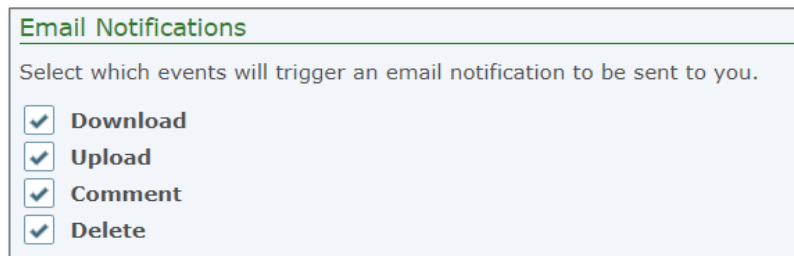


3.4. Creating Additional Subfolders

- 3.4.1. If you were invited with the role “Editor” or “Owner,” you can create additional subfolders.
- 3.4.1.1. Click “New Folder” and name the folder appropriately.

3.5. Sharing of Folders and Files

- 3.5.1. If you were invited with the role “Editor” or “Owner,” you will have the ability to share with others. As noted above, you can only share with currently enabled Berkley Secure File accounts. You will not be able to add someone new to the system. See note 3.1.2.
- 3.5.2. You will have the option to assign the roles for the new share – See Sections 3.1.1
- 3.5.3. Notifications: When sharing, besides the roles, you can also set the type of email notifications you would like to receive. These will be emailed from the Berkley Secure File solution.
 - 3.5.3.1. Place a checkmark, or remove the checkmark before sending the message based on what you would like to have for a notification:



The screenshot shows a dialog box titled "Email Notifications" with a light blue background. Below the title bar, there is a text prompt: "Select which events will trigger an email notification to be sent to you." Below this prompt, there are four items, each with a checked checkbox and a label: "Download", "Upload", "Comment", and "Delete".

Email Notifications	
Select which events will trigger an email notification to be sent to you.	
<input checked="" type="checkbox"/>	Download
<input checked="" type="checkbox"/>	Upload
<input checked="" type="checkbox"/>	Comment
<input checked="" type="checkbox"/>	Delete

4. Appropriate Use

- 4.1. As noted, all documents stored and available via the Berkley Secure File Solution are governed by the W. R. Berkley confidentiality agreements.
- 4.2. Files stored on the system will be purged after 60 days of inactivity. If the file is changed or replaced, the 60-day timer will reset.