



Bollinger Sports Partners with Health Special Risk



Effective January 1st, 2009, Bollinger has entered into a partnership with Health Special Risk (HSR) of Carrollton, TX. In order to continue to provide the highest level of claims service to our clients, we have engaged HSR to handle the processing and payment of claims for our Sports Insurance program.

HSR is one of the most highly regarded claims handling firms in the country, specializing in sports accident claims. As such, their knowledge and expertise in this niche area will have a positive effect on your association and your membership.

Bollinger's commitment to the highest level of customer service and to quality management has prompted us to team up with HSR. We are confident that your members will benefit from this change in the following ways:

- **Seamless Transition to HSR:** Your members may continue to send their claim to Bollinger and we will forward the information on to HSR immediately. Or they can follow the instructions on the new 2009 claim form and send their claim information directly to HSR for handling. Either way their accident claim will be processed as quickly as possible.
- **Enhancements to Customer Service:**
 - Customer support is available from 7:00 am to 7:00 pm Monday through Friday, in all time zones – which provides far greater coverage to our clients in the Mountain and Pacific time zones.
 - All calls, emails and other inquiries will continue to be answered within 24 hours (or one business day), as they were with Bollinger.
 - HSR will maintain dedicated phone and fax lines (see below) and email address for all Bollinger clients.
 - If your members have scanning capability, they may now email their claim form, bills and other documentation directly to HSR for processing.
- **Regulatory Compliance:** Regulations and guidelines governing the processing of claims and privacy protection continue to grow more complex, especially when dealing in all states. Because HSR specializes in claims handling across the country, they are able to deliver the highest levels of compliance, which is good news for everyone.

We know that you will be impressed with the level of service you receive from HSR. While we hope that no one will ever have to go through the pain of being injured while playing sports, we at Bollinger are confident that working with HSR on your claim will be a positive experience for your members. Please feel free to contact me if you have any questions about this transition. Thank you.

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