



TOIRMA Update

By Jim Donelan

TOIRMA Executive Director

TOIRMA Announces 24-Hour Claims Reporting Hotline

NOVEMBER IS THE TIME OF THE YEAR when autumn is in full swing. School has been in session for a few months, the leaves have been changing, the temperature outside is dropping, and Thanksgiving will be here before we know it. As the seasons continue to evolve, so too does TOIRMA. Last month we announced the launching of the new TOIRMA website, www.toirma.org. We are pleased with feedback we have received, and we are striving to continually update the content on the website for our members' benefit. Your Board of Trustees and staff stress the ongoing importance of customer service. As a complement to this goal, we are proud to announce a new TOIRMA Claims Reporting Hotline, (844) 562-2720.

This early communication helps our staff in obtaining fresh and more accurate information which is helpful in the claims management process. The new hotline and website will provide members with helpful resources in accomplishing this task.

Whether it's an injury at the township, a vehicle accident, or any other type of claim, we appreciate your attention in reporting it without delay.

Thank you for your attention and for helping us help you.

Happy Thanksgiving!

Please feel free to contact me toll-free at (888) 562-7891 or by email at jdonelan@toirma.org with any questions you may have.



PARTNERING WITH TOWNSHIPS

**New TOIRMA
Claims Reporting Hotline:
(844) 562-2720**

Members will now be able to speak with a person and report claims 24-hours a day, seven days a week, 365 days a year. The number is toll free.

In addition to the new hotline, TOIRMA members are able to report claims online as well.

TOIRMA has a philosophy to "pay legitimate claims as fairly and promptly as possible." The sooner a claim is reported, the sooner a member of our claims staff can work towards meeting the needs of the township.

As of October 24, 2016, the following TOIRMA members have not deposited their 2016 Dividend check. If your township/road district is on this list below, please deposit your dividend as soon as possible. Thank you!

Brooklyn Township	Lee County
Hamilton Township	Lee County
Harrison Township	Winnebago County

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