

101207 Official Communication Email - RISK MANAGEMENT/RISK POOL - Contact Info Service Availability Supreme Lodge Closure During the December 2010/January 2011

December 7, 2010 Official Communication From Moose International Regarding RISK MANAGEMENT/RISK POOL

Contact Information and Service Availability During the December 2010/January 2011 Supreme Lodge Closure

As you are aware, the Supreme Lodge will be closed from December 24, 2010 through January 3, 2011. During this time, the Risk Management department will not be available to answer e-mails, telephone calls or messages, or issue Certificates of Insurance. In order to assist you with any needs or questions that may arise while we are out of the office, we are providing you with the following information:

**Certificates of Insurance:** If you will need a Certificate of Insurance for any purpose between December 18, 2010 and January 7, 2011, you must have your request for the Certificate of Insurance to us no later than 4:00 PM Central time on December 16, 2010. Contact Ann Price at [aprice@mooseintl.org](mailto:aprice@mooseintl.org) or 630-859-6615 with your request. When submitting your request, you must include your contact telephone number, fax number, and e-mail; the full legal name of your Lodge (for Liquor License renewals make sure that you provide us with your name as it appears on your current Liquor License); the purpose for which the Certificate is being issued; the name and address of the certificate holder; and the event date.

If your request is not received by 4:00 PM Central time on December 16, 2010, you may not receive the Certificate of Insurance until January 10, 2011 or later.

**Hall Rental Insurance:** The availability of Hall Rental Insurance will not be affected by the Supreme Lodge closure. This coverage may be purchased 24 hours a day/7 days a week at [www.aonline.aon.com](http://www.aonline.aon.com). The user name and password may be found under Hall Rental Insurance Availability in the Risk Management section of the Members Only portal of the Moose International website ([www.mooseintl.org](http://www.mooseintl.org)) and in the current copy of the Insurance for Lodges, Chapters, Service Centers, Legions & Associations Reference Manual (the yellow booklet).

If you have any technical problems with [www.aonline.aon.com](http://www.aonline.aon.com), please contact AonLine Client Services at 1-800-953-4576. If you have questions about the insurance itself, please call 1-800-966-2708 to reach the Moose Lodge Service Desk at Aon.

**Reporting Claims:** General Liability Claims reporting will not be affected by the Supreme Lodge closure. These claims may be reported 24 hours a day/7 days a week to our Third-Party Administrator, Gallagher-Bassett at 1-877-5MOOSE5 (1-877-566-6735).

Directors and Officers Claims reporting will be minimally impacted during the Supreme Lodge closure. You should report any Directors and Officers claim of which you become aware as soon as possible. However, due to the closure, you will not receive a response until after January 10, 2011. You should report these claims to Ann Price either by e-mail at [aprice@mooseintl.org](mailto:aprice@mooseintl.org) or telephone at 1-630-859-6619.