



## **HSR's Boy Scout Claims & Policy Service Team!**

In an effort to provide greater customer service and faster claims processing, *HSR* created an entire unit specifically for the processing of Boy Scout Special Risk accident claims. The following is in place to service all your Accident Insurance claims processing needs.

**Electronic Claims Submission:** For faster service we strongly suggest claims be emailed or faxed directly to:

**Dedicated BSA Fax # (972) 512-5839**

**Dedicated Boy Scout Email Address: [BSAteam@HSRI.com](mailto:BSAteam@HSRI.com)**

**Dedicated Scout Executives Toll-Free #: (866) 345-0957**

The *HSR* BSA Team will receive and route these received documents within *HSR*. By utilizing a Team Distribution process, we will have multiple personnel assigned to the BSA Team allowing for redundancy and back-ups in case of vacation or illness

Claims can always be mailed to us at **8400 Belleview Drive, Suite 150, Plano, TX 75024**

### **Your BSA Team Members:**

#### **BSA Customer Service & Claims Resolution:**

- Debra Black, Customer Service Manager, (972) 512-5671; Fax (972) 512-5829; [debrablack@hsri.com](mailto:debrablack@hsri.com)

#### **BSA Claims Team:**

- Julie Daniel, Claims Manager, (972) 512-5713; [juliedaniel@hsri.com](mailto:juliedaniel@hsri.com)
- Michelle Alexander-Scherzer, Claims Manager, (972) 512-5750; [michellealexander-scherzer@hsri.com](mailto:michellealexander-scherzer@hsri.com)

#### **BSA Enrollment & Policy Services:**

- Elizabeth Pearson, BSA Enrollment Coordinator, (972) 512-5670; [elizabethpearson@hsri.com](mailto:elizabethpearson@hsri.com)

#### **BSA Account Executives:**

- Brandon Schall, President, (972) 863-0390; [brandonschall@hsri.com](mailto:brandonschall@hsri.com)
- Cathy Ray, VP of Claims and Customer Service (972) 512-5710; [cathyray@hsri.com](mailto:cathyray@hsri.com)

### **Your BSA Claim Toll-Free #'s for Claimants & Providers:**

- Boys Scouts Claims: 1-866-726-8870
- Learning for Life Claims: 1-866-523-3364

There is no account more important to *HSR* than the Boys Scouts of America and we take great pride in providing insurance services to you. We strive for first class effort, service and satisfaction in every claim we process. Please let us know how we can better assist you and your clients.