

Procedures to Submit an Insurance Claim for Lost, Damaged, or Stolen Personal Property

Lincoln University Procedures:

Please complete the following Lincoln University Procedures **FIRST, and BEFORE** submitting a claim to the insurer.



Step 1: Report your property loss to Public Safety at extension 7211.

Step 2: Request that Public Safety email a copy of the incident report to your Lincoln University email address.

Step 3: **You will need to provide evidence of ownership.** Gather evidence of ownership for the damaged, lost, or stolen property; for example, receipts for purchase, bank and/or credit card statements, photos of you wearing or using the property, manuals, etc.

Step 4: Please check your Lincoln University email address for your policy number. The insurer emailed an individual policy number to each Lincoln University student who did not “waive” the plan. You will need your policy number to file a claim.*

**If you are unable to locate the email containing your policy number, please contact NSSI Customer Service @ 1.800.256.6774. Customer service will be able to look up your policy number by asking you a few personal questions to assist with your identification; e.g., name, address, name of university, date of birth, and/or possibly last 4 digits of your social security number.*



NSSI (Insurance Carrier) Procedures

Please complete the following NSSI Procedures **AFTER** completing the Lincoln University Procedures outlined above.

Insurance Procedures for Submitting a Claim Online:

Step 1: Log in under [My Policy](#).

Step 2: Click “Claims Center” and enter your policy number.

Step 3: Click the link to “File a Claim.”

Step 4: Follow the instructions to enter and complete the details of your claim.

Step 5: Once you have completed the details of your claim, click the “Submit” button to file your claim.

Insurance Procedures for Mailing or Faxing a Claim:

Step 1: Print the [Claims Checklist](#). Following this checklist can reduce delays when submitting your claim.

Step 2: Print the [Claims Form](#). Fill out the form – NSSI will need to have all your information.

Step 3: Please submit your claim by fax, email, or mail. NSSI will contact you upon receipt of your claim.

Fax: 405.334.5418

Email: claims@nssi.com

Mail: National Student Services, Inc.

P.O. Box 2137

Stillwater, OK 74076

