



Member Solutions

Risk Management HelpDesk for Policyholders

Member Solutions HelpDesk

The Member Solutions HelpDesk provides you with a complimentary and confidential resource on a wide range of topics, including:

- Loss Control
- Risk Management
- Lawsuit avoidance
- Customer relations
- Company policies and procedures
- Premises issues (ownership, leasing and risk transfer)

Accessing the HelpDesk

The help desk is available to those with a current Member Insurance Agency policy. To access the HelpDesk, call 855.642.9177 and provide your policy number to the operator. The operator will need your full contact information, company name, address, telephone number and email address. A legal professional from Goldberg Segalla will return your call within 24 hours to discuss the matter with you and/or your company. **To place a request for legal services online, visit <http://memberinsurance.com/legal-services-request/>.**

Assistance from Goldberg Segalla attorneys is intended to provide a complimentary resource for business and risk management related topics. By using the HelpDesk, the policyholder agrees that an attorney client relationship is not formed until such time as a formal engagement letter is executed by both the policyholder and Goldberg Segalla and the matter at issue is properly cleared for conflicts by the firm. The HelpDesk is not intended to be a substitute for reporting potential or actual claims. If you have a potential or actual claim against your policy, please contact the Member Insurance Agency Claims Office at 866.339.5665.

Now more than ever, managing risk in all aspects of your business has become a top priority. No other insurance carrier understands this, and your particular business, better than Member Insurance Agency. We recognize that writing insurance is only one piece of the puzzle. We understand the litigious environment that surrounds today's small businesses, and while you cannot prevent all lawsuits from occurring, we have the expertise to help you minimize your exposure when they do occur.

Consistent with our identity as an industry specialist, we continually look to provide increased value and service to our policyholders, Member Insurance Agency is pleased to announce that it has partnered with one of the nation's largest defense litigation law firms, Goldberg Segalla, to create "Member Solutions," a risk management HelpDesk designed to provide policyholders with complimentary assistance on a wide range of topics.

Member Solutions is FREE to policyholders and provides up to three hours of consultative risk management support per policy period from attorneys at Goldberg Segalla. All Help Desk calls are strictly confidential and no information is disclosed to Member Insurance Agency.

About Goldberg Segalla

Goldberg Segalla is more than 275 lawyers strong, with 19 offices spanning nine U.S. states and the United Kingdom. The firm represents regional, national, and international clients, including a number of Fortune 100 companies, in all forms of dispute resolution and provides proactive legal and regulatory counsel to help them minimize and manage risk in a broad array of areas. Founded in 2001, Goldberg Segalla is proud to have earned numerous distinctions that place it among many of the largest and longest-established law firms in the world.

HelpDesk 855.642.9177
Monday-Friday 8:00 am-4:00 pm CST