

MEMO

Date: January 5, 2022
To: Pastors, Parochial Administrators, Parish Stewards, School Administrators and Parish Finance Council Members
From: Thomas J. McNamara, Chief Financial Officer
RE: Catholic Mutual Interim Service Plan

Mary Ann Markarian has served as the embedded representative of Catholic Mutual Group for the past year. Mary Ann resigned from her position with Catholic Mutual effective December 26, 2021. Mary Ann was a very pleasant, professional, and helpful presence at the Pastoral Center and represented Catholic Mutual very well. We wish her all the best.

Mary Ann served as the main point of contact for all of our parishes, schools, and agencies regarding insurance matters. Catholic Mutual has set out to find a replacement for Mary Ann but does not expect to have someone in place until the end of Q1 2022.

Catholic Mutual has now established the attached Interim Service Plan for our diocese. The Interim Service Plan distributes Mary Ann's responsibilities amongst a number of professionals at Catholic Mutual.

Please make a review of the attached Interim Service Plan and retain the plan so that you will know who to contact in the event that a specific need arises.

Catholic Mutual and our Diocesan Finance Office appreciate your patience during this period of transition. We will provide to you the new contact information once a replacement for Mary Ann is selected.

Thank you for your continued diligence in matters of risk management.

If you have any questions, please contact me at 916-733-0288.

DIOCESE OF SACRAMENTO SERVICE PLAN

CLAIMS:

For all new losses except auto liability: 800-228-6108 ext. 2444

Church Mutual Auto Liability: 800-554-2642 option 2;
claimsintake@churchmutual.com; www.churchmutual.com

Catholic Mutual:

Dennis Damm, (ext. 2416) - Claims POC
Claims Supervisor ddamm@catholicmutual.org

Jeff Schneider, (ext. 2404) - Cyber Claims
Director of Claims
jschneider@catholicmutual.org

Church Mutual:

Jennifer Wentworth, (ext. 2393)
CMIC Advocate for Auto Liability
jwentworth@catholicmutual.org

REGIONAL OFFICE:

Kathy Tuley, (602) 332-3629
Regional Manager
ktuley@catholicmutual.org

MEMBER SERVICES:

Steffen Boden, (ext. 2335)
Senior Account Manager
sboden@catholicmutual.org

Julie Collins, (ext. 2358)
Member Services Supervisor
jcollins@catholicmutual.org

Coverage Questions:

The Diocese/locations will contact Steffen Boden directly.

General Questions:

The locations will contact Julie and/or Steffen.

Diocesan level questions/issues:

The Diocese may feel free to contact Steffen Boden, Kathy Tuley and Michele DeGeorge.

Certificates:

Certificate/Contract review requests will be directed to the sacramentorequests@catholicmutual.org.

Endorsements:

Property changes and auto changes will be reported from locations to sacramentorequests@catholicmutual.org.

Special Events:

Special Event applications and questions should be directed to memberservices@catholicmutual.org.

Location Communication:

Member Services has developed a quick reference contact sheet which identifies key staff and their responsibilities. The Diocese may use this to send to the locations as their Catholic Mutual quick reference tool. In addition to a diocesan email blast, if the Diocese would like us to do a hard copy mailing, we would be happy to do so.

RISK MANAGEMENT:

DeAnn Bianchette, (ext. 2317)
Risk Control Manager
dbianchette@catholicmutual.org

CARES Materials, Construction Contract Review, Inspection Programs, Policy Development, Other Risk Management related questions or concerns

Shannon Moles, (ext. 2397)
Loss Control Representative
smoles@catholicmutual.org

Safe Environment Training Platform, Online Training, CMG Connect

**DIOCESE OF SACRAMENTO
CATHOLIC MUTUAL SERVICE TEAM
(800) 228-6108**

MEMBER SERVICES

Steffen Boden, Ext. 2335
Senior Account Manager
sboden@catholicmutual.org

Julie Collins, Ext. 2358
Member Services Supervisor
jcollins@catholicmutual.org

*Certificates of Coverage/ Contract Review
Property & Liability Changes
Auto Program Changes
Bonds/Miscellaneous Coverages
Coverage Issues & Questions
Special Events Coverage Administration*

RISK MANAGEMENT

DeAnn Bianchette, Ext. 2317
Risk Control Manager
dbianchette@catholicmutual.org

Shannon Moles, Ext. 2397
Loss Control Representative
smoles@catholicmutual.org

- CMG Connect,
Safe Environment Training,
Online Training

*CARES Materials
Contract Review
Onsite and Self Inspection Programs
On-line Training Programs
Special Risk Assessments
Policy Development
Fire Safety Programs
Broadcast Emails*

CLAIMS


Dennis Damm, Ext. 2416
Claims Supervisor - *Claims POC*
ddamm@catholicmutual.org

Jeff Schneider, Ext. 2404
Director of Claims - *Cyber Claims*
jschneider@catholicmutual.org

Jennifer Wentworth, Ext. 2393
CMIC Advocate for Auto Liability
jwentworth@catholicmutual.org

*Providing Claimant Contact within 24 hours
On Site Investigations Where and When Necessary
Pro-Active Claim Handling & Claimant Control
Detailed Claims Reports Available*

Claim Reporting Options:

 800-228-6108, Ext. 2444

 reportclaim@catholicmutual.org

CMIC - Auto Liability: 800-554-2642 Option 2

 claimsintake@churchmutual.com

**DIOCESE OF SACRAMENTO
AFTER HOURS ASSISTANCE**

For assistance with rush certificates after CMG's business hours:

*Monday thru Thursday after 2:30 p.m. (PST), or

*Fridays after 9:30 a.m. (PST)

Kathy Tuley, Regional Manager

Phoenix Service Office

Phone Number: (602) 354-2181

Fax Number: (602) 254-2182

E-mail Address: Ktuley@catholicmutual.org