



**Markel Claims Vendor Management Office
Vendor Requests**

GENERAL VENDOR INSTRUCTIONS

This document provides an overview for where to direct vendor inquiries and general guidelines for the Claims Vendor Management Office (CVMO) processes. Please refer to the subject specific Standard Operating Procedures (SOPs) for more detailed information.

CVMO contacts	<ul style="list-style-type: none"> • ClaimsVMO@markelcorp.com • 804.955.1835
General Instructions	<ul style="list-style-type: none"> • All vendor-related requests must be routed through Markel’s CVMO. • Visit the Claims Vendor Services page and select the appropriate Standard Operating Procedure and form. • Complete the form(s) and submit during eligible timeframe(s). • All requests must be sent directly from the vendor to the CVMO. • All general questions/inquiries should be directed to the CVMO.
Rate Increases	<ul style="list-style-type: none"> • Vendors must submit rate increase requests on the Claims Vendor Services page by September 30 of the current year to be considered for an increase which will be effective January 1 of the following year. • CVMO will communicate decisions to vendors by December 31. • All rate increases will be in effect for a minimum of 24 months. • Requests that are declined may be resubmitted during the next annual rate review period.
Add to Panel	<ul style="list-style-type: none"> • Vendors must submit add to panel requests on the Claims Vendor Services page and send applicable supporting documents to the CVMO mailbox during the annual panel counsel review period by June 30. • Vendor must have handled at least five (5) cases for Markel within the last three (3) years to be eligible for consideration. • Vendors must agree to utilize Markel’s electronic billing system and understand that all invoices will be subject to review by Markel’s Legal Audit and Compliance Team. • CVMO will communicate decisions to vendors by September 30. • Panel status is effective October 1 and is considered provisional for the first 12 months and will be reviewed for continued panel inclusion on an annual basis. • All approved rates for newly added panel firms are in effect for a minimum of 36 months. • Requests that are declined may be resubmitted during the next add to panel period.
Panel Change New Office, Attorney, Product Line	<ul style="list-style-type: none"> • Vendors must submit panel change requests on the Claims Vendor Services page and send applicable supporting documents to the CVMO mailbox. • CVMO will communicate decisions within 60 days of receipt. • Rates for new location/attorney/product line are in effect for a minimum of 24 months.



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<p>Non-Panel Use One-time use, program counsel, choice of counsel</p>	<ul style="list-style-type: none"> • Vendors or Markel associates must submit non-panel requests on the Claims Vendor Services page and send applicable supporting documents to the CVMO mailbox. The form must be completed and received prior to invoice submission. • CVMO will validate all requests and communicate performance protocols to the involved parties. • All rates are in effect for the length of the matter or program. • Non-panel vendor engagement is limited to the specific assignment for which they are being retained. • Vendors must agree to utilize Markel’s electronic billing system and understand that all invoices will be subject to review by Markel’s Legal Audit and Compliance Team. • The CVMO will monitor the number of matters assigned to non-panel vendors.
<p>Vendor Changes Dissolve and form new, name change</p>	<ul style="list-style-type: none"> • Vendor dissolution OR forming new company: refer to procedures for add to panel requests • All other changes: Vendors must submit a vendor change form on the Claims Vendor Services page. • CVMO will validate request and notify involved parties when change is completed.
<p>Vendor Visits, Educational Opportunities, Special Requests</p>	<ul style="list-style-type: none"> • As part of our effort to evaluate the partnership level of our vendors and credit the activity to the vendor’s profile, please provide notice to the CVMO for any scheduled visits and educational offerings to claimsvmo@markelcorp.com. • Notice should include name of firm, attorneys in attendance, date and location of visit, reason for visit, Markel contact person, and duration of visit (for classes or training only). • If you would like the CVMO to help coordinate a visit, class offering, or other special request, please contact us at claimsvmo@markelcorp.com.
<p>E-billing Implementation</p>	<ul style="list-style-type: none"> • To enroll in e-billing, vendor must complete the E-billing Implementation Request Form on the Claims Vendor Services page.
<p>E-billing Matter Set-up</p>	<ul style="list-style-type: none"> • For initial matter creation (or if a matter cannot be located within our e-billing system) <ul style="list-style-type: none"> ○ Utilize the “Report Missing Matter” link within our e-billing system. ○ Matters are created weekly and viewable on Monday mornings
<p>E-billing Issues</p>	<ul style="list-style-type: none"> • Vendors experiencing e-billing system issues should go to the Markel Message Board via our e-billing system.
<p>Invoice, Budget, Payment and Appeals Issues</p>	<ul style="list-style-type: none"> • Invoice, budget, payment or appeal questions should be directed to claimsvmo@markelcorp.com. • Include all applicable fields in the subject line: Firm, Markel matter number, invoice number and/or budget ID
<p>Additional Information:</p>	<p>All other questions and concerns must be directed to the CVMO at claimsvmo@markelcorp.com</p>