

ProAssurance Companies  
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Birmingham, AL 35259-0009

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**Update: When contacting Computershare, please call the new dedicated phone line for NORCAL: 1-866-508-8333.**



## **IMPORTANT AND TIME SENSITIVE INFORMATION REGARDING YOUR CONTRIBUTION CERTIFICATE**

Dear Contribution Certificate Holder,

As you are aware, the demutualization of NORCAL Mutual Insurance Company and acquisition by ProAssurance Corporation was completed May 5, 2021. A contribution certificate in the amount of your allocable equity was mailed to you at the address on file for your policy. If you have not received your contribution certificate, or if it has been inadvertently or mistakenly discarded, you should take immediate action to obtain a replacement copy.

You have one year from the original issue date of your certificate, which was June 3, 2021, to obtain a replacement copy without being charged a surety bond premium and processing fee. Therefore, if you need a replacement copy and you do not file the required documentation by June 3, 2022, you will be charged a surety bond premium of 3% of the value of your certificate and an \$80.00 processing fee to obtain a replacement copy of your contribution certificate. We hope to help you avoid these fees and have enclosed instructions to obtain a replacement copy, if needed.

Further, Computershare, the company responsible for issuing the contribution certificates, has mailed a W-9 to you at the address on file. Please complete the W-9 and return it to Computershare as soon as possible in order for your account to be tax certified before the initial interest payment is made on April 15, 2022. If you have not received your W-9, please contact Computershare at 1-800-736-3001\* for assistance.

### **To summarize:**

- 1. All holders of contribution certificates should complete and sign Form W-9, and return it to Computershare as soon as possible.**
- 2. If you cannot locate your original contribution certificate and need to obtain a replacement copy, you should do so before June 3, 2022 to avoid potentially significant fees and costs.**

As a reminder, you can find answers to the most commonly asked questions about the transaction at [norcal-group.com/pr](http://norcal-group.com/pr).

## Contacting Computershare for Replacement Documents

### Required Information

Before you call Computershare, please ensure you have the following information ready and accessible, as Computershare will not be able to assist you without it. As a reminder, if an office or practice manager calls on behalf of an individual policyholder, the policyholder will need to be on the line to complete the identity verification process and give Computershare permission to speak to that third party. Here is what you need to provide/validate:

- **Company identifier (also referred to as “COY”)**—The COY for NORCAL policyholders is “NORC.”
- **Name on the account.** This is the name of the Named Insured, *exactly* as it is listed on the declarations page of your NORCAL insurance policy.
- **Account number**—This is on the cover letter and consideration election form that you received from Computershare in early March. If you don’t have your account number, please call NORCAL Customer Service at 844-466-7225. *You must be an authorized party on the account to obtain this information.*
- **Mailing address**—This is your mailing address on record with NORCAL as of May 25, 2021. If you subsequently changed your address, while the change may be on record with NORCAL, it will not be on record with Computershare.
- **SSN/TIN (if on the account)**—This must be the SSN/TIN for the Named Insured. If, for example, you own a practice entity that is the Named Insured on your policy and provide your personal SSN, your ID verification will be rejected. In that instance, you must provide the TIN for the practice entity.

### Steps for Initiating the Request for Replacement Documents

Named Insured* Is an Individual	Named Insured* Is an Entity
Upon identity verification, the request may be made over the phone by calling Computershare Shareholder Services at (800) 546-5141.*Or, the request may be made in writing by the policyholder. Note that if an office or practice manager calls on behalf of the policyholder, the policyholder will need to be on the line to complete the identity verification process and give Computershare permission to speak to that third party.	The request must be made in writing by an authorized party and include either of the following to certify that the requesting person is authorized to act on behalf of the policyholder: (a) an original Corporate Resolution with raised seal that is dated within the past 180 days and certified by someone other than the requesting person or (b) a medallion signature guarantee.
*The Named Insured is listed on the declarations page of your NORCAL Insurance Company policy.	

### Instructions for Written Requests

All written requests can be sent directly to Computershare at one of the following addresses:

#### **Regular mail (USPS)**

Computershare  
PO BOX 505000  
Louisville, KY 40233-5000

#### **Expedited delivery (UPS, FedEx)**

Computershare  
462 South 4th Street  
Suite 1600  
Louisville, KY 40202

**It is recommended that all written requests—especially if including original or medallion stamped documents—are sent via traceable mail (USPS registered mail, FedEx or UPS).**