



## CLAIMS VENDOR MANAGEMENT OFFICE FREQUENTLY ASKED QUESTIONS (FAQs)

<b>Billing Guidelines</b>	<b>Where can I find a copy of Markel's Legal Billing and Litigation Guidelines?</b>	Markel Claims legal vendor billing standards and guidelines are located on the Markel Message Board within our e-billing system. If you do not have access to our e-billing system, please visit the forms section on our vendor services page and complete the "E-billing Implementation Request" form. <a href="http://www.markelcorp.com/claims/vendor-services">http://www.markelcorp.com/claims/vendor-services</a>
<b>Budgets</b>	<b>My budget was approved, but I am receiving an error message – what now?</b>	Email <a href="mailto:ClaimsVMO@markelcorp.com">ClaimsVMO@markelcorp.com</a> and explain the error. Screen shots are encouraged. For faster service, please enter "Budget Inquiry" along with the firm's name and matter number in the subject field of your email.
<b>Budgets</b>	<b>Do I need to submit a legal budget for everything?</b>	Yes. All legal matters require electronic budgets submitted through our e-billing system. If you do not have access to our e-billing system, please visit the forms section on our vendor services page and complete the "E-billing Implementation Request" form. <a href="http://www.markelcorp.com/claims/vendor-services">http://www.markelcorp.com/claims/vendor-services</a>
<b>Budgets</b>	<b>What happens after I submit a budget?</b>	The Markel Claims professional that is assigned to handle the matter will approve or reject the budget. Please ensure you have discussed the agreed litigation plan with the Markel Claims professional prior to submitting your budget.
<b>Invoices</b>	<b>Where do I send my invoices?</b>	All vendors will submit quarterly invoices via our e-billing system. Invoices must be received in our e-billing system within 180 days of the date of service provided. Individual line items that are beyond 180 days will not be considered for payment.
<b>Invoices</b>	<b>I have a final invoice, do I need to wait 90 days to submit this?</b>	No. Final invoices will be accepted through our e-billing system at any time, provided the words " <b>Final Invoice</b> " appear in the invoice description field.
<b>Invoice Status</b>	<b>How can I see the status of legal matters/invoices within the e-billing system?</b>	Firms should turn on their 'notifications' within our e-billing system to receive status information about matters, budgets and invoices. Instructions for notifications can be found on the Markel Message Board within our e-billing system.
<b>Invoice Status</b>	<b>What does "Client Approval" mean?</b>	Our e-billing system includes the following statuses to manage your invoices:  "Client Approval" = Invoice received by Markel and is being reviewed by Markel's Legal Audit Team. Invoices could be in this status for up to 35 days. "Payment" = Invoice has been paid or applied to the deductible  If you have not received payment or a deductible letter from Markel within 7 days of the invoice status changing to "Payment", please email <a href="mailto:ClaimsVMO@markelcorp.com">ClaimsVMO@markelcorp.com</a> and explain your inquiry. For faster service, please enter "Payment Inquiry" along with the firm's name, matter number, and invoice number in the subject field of your email.



<b>Payment</b>	<b>When should I expect payment of an invoice?</b>	You should receive payment within 45 days of the date the invoice was received by Markel through our e-billing system. If you are sending invoices outside of our e-billing system, they will not be processed for payment. If you have not received payment after 45 days, please email <a href="mailto:ClaimsVMO@markelcorp.com">ClaimsVMO@markelcorp.com</a> and explain your inquiry. For faster service, please enter "Payment Inquiry" along with the firm's name, matter number, and invoice number in the subject field of your email.
<b>Payment</b>	<b>What if I disagree with a deduction taken by Markel's Legal Audit Team?</b>	Appeals may be submitted through the e-billing system within 45 days of the invoice payment date. Appeal instructions are located on the Markel Message Board within our e-billing system. Markel will review and respond to your appeal within 30 days receipt of the appeal.