



## 2009-2010 USA VOLLEYBALL CERTIFICATE REQUEST PROCESS

### Request from Club

- 1) Clubs will complete a certificate request form available from their Regional Volleyball Association. The form is also available on the USA Volleyball website as a downloadable PDF file.
- 2) Clubs will remit the request to the Region by email, fax or mail.

### Request from Region

- 1) To request certificates for a club, a facility, or any other purpose, the Regions may do so by going to the American Specialty on-line certificate request website (<http://www.amerspec.com>). Each Region will be able to log-in with a log-in name and password provided by American Specialty. Contact Sara Kiefer for this information. From there, certificate information can be entered, and the certificate will automatically be available within seconds to the Region. The on-line website also allows for the Region to print copies of any cert issued to any club or certificate holder in the Region, or any cert issued to the Region itself.
- 2) Certificates requiring special wording, or special forms, etc., may be requested on-line by clicking "Other" as the Certificate Reason or by submitting the request to American Specialty by email, fax or mail. For certificates with special requirements, American Specialty will issue the certificate and will either e-mail, fax or mail the certificate to either the Region or the certificate holder. Delivery method and location depends on what is indicated on the request. The certificate will also be available on the website.

Policy related questions should be directed to Kris Whitted, the USAV Account Representative, at 800-245-2744 or [kwhitted@amerspec.com](mailto:kwhitted@amerspec.com).

To report any technical issues with the website, please contact the Help Desk at 800-245-2744 or send an email to [helpdesk@amerspec.com](mailto:helpdesk@amerspec.com).

### American Specialty Insurance and Risk Services

Account Representative: Kris Whitted  
Email: [kwhitted@amerspec.com](mailto:kwhitted@amerspec.com)  
Phone: 800-245-2744 or 260-673-1248  
Fax: 260-672-8835  
Website: <http://www.amerspec.com>

View the on-line certificate request tutorial at:  
<http://www.amerspec.com/tutorial/usav800.htm>. Use the password: volley123.