

Claims Procedure Sample Checklist

Claims Reporting

1. Lawsuit or Claims Letter
 - Within 24 hours - Report to Retail Agent via certified mail
 - Within 48 hours - Report to Third Party Administrator or Attorney (if applicable)
 - Within 48 hours - Report to Developer or Owner if appropriate

2. Emergency Claim (Bodily Injury)
 - Immediately Report to Retail Agent via fax and certified mail
 - Immediately Report to Safety Manager / OSHA if applicable
 - All emergency and bodily injury claims should have full claim report and pictures.

3. Warranty Claim
 - Within 24 hours - Report to Warranty Department or Subcontractor for investigation

Investigation and Reporting

1. Check records with Warranty Department and job files, if applicable.
2. Follow any applicable right to repair procedures.
3. Notify General Supervisor for visual inspection.
4. Contact third party administrator/attorney for assistance.
5. Advise Retail Agent of findings.
6. Complete proper forms (i.e. Warranty Logs, Claim Forms, Right to Repair Acknowledgement, OSHA, etc.) and document all issues including pictures of alleged claims.
7. Conduct quarterly claims meeting with Owner, Safety Manager, General Supervisor, Agent, TPA or Attorney to:
 - Review and update company's internal claim procedures; and
 - Review and update regarding status of outstanding claims.

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