

Vital Accident Information

- ▶ If you can, obtain:
 - Contact information for injured party(ies)
 - include name, address, phone, and email
 - Contact information for any/all witnesses to the alleged incident
 - include name, address, phone, and email
- ▶ Don't admit fault. You may be entirely blameless.
- ▶ Only discuss accident details with police/ ambulance personnel, your employer, or a West Bend representative.
- ▶ Take photos of the incident location as soon as possible (see tips on back panel).
- ▶ Contact West Bend's **DirectConnect** to report the incident as soon as possible.

Incident Reporting Tips

The most important step is to ensure adequate medical attention is provided to injured parties as quickly as possible.

Take photos of the incident area as soon as possible.

- take pictures from all angles (e.g., up stairs, down stairs, going in a door, going out a door)
- include any noteworthy conditions in photos (e.g., damaged railing, pot holes, snow and ice, water puddles, etc.)

Interview claimant and individual witnesses separately. Note differences in each individual's account of what happened.

Document any/all conditions contributing to incident.

- wet floor
- weather conditions
- lighting
- claimants attitude/health
- obstacles or obstructions

General Liability Incident Report



DirectConnect[®]
24 HOUR CLAIM SERVICE

TOLL FREE 1-877-WBCLAIM
(1-877-922-5246)



West Bend Mutual Insurance Co. - 1900 S. 18th Avenue - West Bend, WI 53095



Claimant Information

If an individual alleges injury while on your premises, please use this brochure to collect as much information as you reasonably can. Once you've done so, contact a West Bend representative at (877) 922-5246 as soon as possible.

Name: _____

Phone Number: _____

Address: _____

Email: _____

Location of incident: _____

Date of incident: _____

Time: _____ am pm

Describe what happened: _____

Noteworthy conditions: _____

Witness Statement Information

Name: _____

Phone number: _____

Address: _____

Email: _____

Description of incident: _____

Noteworthy conditions: _____

Describe injuries: _____

Witness Statement Information

Name: _____

Phone number: _____

Address: _____

Email: _____

Description of incident: _____

Noteworthy conditions: _____

**Our service is available
24 hours a day, 7 days a week!**

While we hope you never have to report a claim, West Bend is pleased to offer a service that makes the claims reporting process fast and easy.

When you call **DirectConnect**, a representative will walk you through the claim process step by step and begin the process immediately. We want to help you get your business back to normal as soon as possible.

Visit thesilverlining.com to find loss prevention resources for your business.