

**Fax Claim Report: General Liability**

To: Certus Claims Administration, LLC

**(805) 477-0387**

*See Instructions, Page 2*

Broker:	Claim <input type="checkbox"/> Incident <input type="checkbox"/> Record Only <input type="checkbox"/>
	Date & Time of Occurrence:
	Person Making Report:
	Phone Number:
Location Code:	Today's Date:

**Insured**

Name & Address:	Phone:
	Fax: E-Mail:
	Person to Contact:
	When: Other Numbers:

**Occurrence**

Location:

Description:

Police or Agency Contacted:

**Type of Liability**

Premises:  Products:  Personal Injury : Construction:  Other (Describe):

Others Involved? (Contractors, Lessees, Concessionaires), Please describe:

Where Can Product be Seen?

**Injured/Property Damaged**

Name & Address:	Home Phone:
	Work Phone:
Age: Sex: Occupation:	Person to Contact:
	Phone Number:
Employer:	SSN:
Describe Injury or Damage:	Drivers License:
	Fatality <input type="checkbox"/>
Where Taken:	Damage Estimate:
	Work Related?:

**Witnesses**

Names and Address	Home Phone	Work Phone

**Remarks**

Remarks		
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## **Instructions**

- Coverage:** General Liability covers most accidents or incidents that are under your control. Any matter that involves a motor vehicle needs to be on an **Automobile Claim Notice** and **not on this form**. If this is a **report only** and needs no follow up by Certus Claims Administration, LLC, so indicate.
- Broker:** This is the person at the company that services your policy. Their names usually appear on the policy Declaration Page, which is attached to the policy and contains a general description of the policy.
- Location Code:** This code is supplied to you by Certus Claims Administration, LLC and is a security feature.
- Reporting Persons:** Complete the top portion with described information.
- Insured:** This is you, your company or organization insured by an insurance policy or self-insured. Make sure to give information on how to contact you during and after business hours.
- Occurrence:** Any accident event where a person is injured, claims injury or possibly involved in an injury. Also, tangible damage to business or personal property would be an occurrence. Multiple injuries and property damage are all considered one occurrence. Describe the **exact** location where the accident or incident occurred. The more detail the better. Have the injured party take you to where the matter occurred and have them describe what happened. Attach additional paperwork as needed.
- Type of Liability:** Premises is usually a part of the business (stairway, walkway, parking lot etc.) or personal residence. Premises can be owned, managed, leased or controlled by the insured. Products involve injury to persons from manufactured or prepared products. Food service is considered a product. Personal Injury is non-physical injury to a person. **Other Acts** could be improper security, liquor liability or an act caused by one person or persons to another.
- Injured/Property damaged:** Self-explanatory. Obtain as much information as possible. It is critical to get age, address and SSN. Other personal information is helpful and should be obtained. Describe infirmities and use of glasses or footwear. Use additional forms or separate paper for multiple injuries or property damage.
- Witnesses:** We need independent information to verify an occurrence. Witnesses are critical to an investigation. Remember that witnesses do not have to actually witness the incident to be important. They could verify that nothing actually happened or be able to describe the alleged defect or act that is the subject of the report.
- Remarks:** Any comments that will assist the investigator. Stick to the facts and do not editorialize. Reports of problems should be directed to management separately.

## **Helpful Tips**

- Remember that an injury to a person or damaged property is a heavy emotional experience. Make sure that you are calm and put the person at ease. Make them feel comfortable about talking to you. Do not accuse or sound like you are discounting their credibility. Be sympathetic without admitting any fault. Tell the parties' that the matter is being investigated and that an adjuster will contact them.
- If this is a premises accident, obtain pictures of the scene. Take photos even if you are uncertain of the mechanics of the fall or the alleged hazard is not observed. Record the date and person taking the pictures. 35 mm photographs are preferred.
- If the incident or accident involves a product, determine the make, model and serial number and identification of the product. Indicate where it can be inspected. If food service is involved, identify the supplier and preserve the evidence.
- Take the time to do a thorough report, as it will save time and money. Call Certus Claims Administration, LLC if you need help.