



GROCERY INDUSTRY

PROMPT INCIDENT REPORTING



Risk Control Requires Prompt Incident Reporting

When a claim happens, prompt reporting is an essential part of risk control.

Steps After an Incident

If a slip-and-fall or other incident occurs at your store, your immediate response can make a difference in the outcome.

- Help the customer. Make sure they're OK.
- Arrange for medical care if needed.
- Gather witness statements and contact information.
- Take photographs of the area and obtain security camera footage.
- Contact your insurer to report the claim!

Report Claims That Day

- Don't put off reporting.
- Claims should be reported as soon as possible.
- Same-day reporting is ideal.

Don't Dismiss Incidents

- You don't always know right away if an incident is going to result in a claim.
- Go ahead and report any potential claims.
- When it comes to liability, your insurer wants to know about any potential problems.

The Benefits of Prompt Reporting

- Reporting claims promptly can reduce the overall cost of the claim.
- The insurer can help with risk management.
- The investigation can start immediately – before memories fade.
- Your policy may require timely reporting.

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