

## Reduce Anxiety through Timely Claim Reporting

Your classes have performed well today and you just enrolled five new students. Everything is going right until the local sheriff pulls up in front of your facility to serve you a summons. You are getting sued! As you read through the legal documents, you notice that the alleged accident occurred more than a year ago. You barely remember the incident. You call your agent to report the claim, and Markel begins to investigate.

When the claims adjuster calls you, you have difficulty remembering exactly what happened. Several of the key witnesses no longer work for you or use your facility. You realize that you would have saved yourself a lot of anxiety if you'd reported the accident right after it happened.

A good rule of thumb is to report claims within 24 hours of the occurrence but no later than 72 hours. You have a contractual obligation to report, as soon as possible, anything that may result in a claim.

Sometimes facility owners are unaware of an incident until they are served with legal papers. In these cases, you must notify your agent the instant you receive the suit papers. Timely claim reporting can:

- Lead to faster claim resolution.
- Help claims investigators gather accurate information from witnesses while it is still fresh in everyone's mind. This helps the investigator make a meaningful liability decision and prepare a plan for an effective defense, if necessary.
- Reduce the opportunity for insurance fraud, which costs consumers billions of dollars each year.
- Help reduce anxiety.

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If you have a safety or risk management question or a suggestion for a topic, please contact Markel's Risk Management Department at [safety1st@markelcorp.com](mailto:safety1st@markelcorp.com).