



MARSH SPONSORED PROGRAMS

INCIDENT BEST PRACTICES

Print this checklist and have it in a convenient spot to use if you experience a claim.

Initial steps for all claims. Do this first!

- Manager on staff should be made aware of claim at first notice of incident.
- Complete the corresponding incident reporting form immediately.
- Make record of all applicable signage indicating a hazard or environmental issue (i.e. weather conditions, floor conditions, etc.)
- Obtain witness accounts of the event and document immediately.
- Obtain a copy of all pertinent video surveillance and take additional photos of the area where incident occurred.
- Notify Owner/Operator of incident as soon as possible.

* Video footage, photos, incident report, and witness statements, as well as all other pertinent information, should be maintained for a minimum of three years. An additional year of storage is recommended.

Completed? You can now move onto coverage specific steps.

General Liability

- Notify the McDonald's claims network as soon as possible. This allows your carrier to begin defense as soon as possible.
- Supply your claim adjuster with complete incident file obtained during incident reporting steps.

Property Liability

- Secure the area to prevent further damage to the property post incident.
- Owner/Operator should determine value of loss to determine if the loss warrants a call to the McDonald's claims network.
 - If property loss is due to 3rd party damage to premises, it may be beneficial to provide notice to the carrier to begin defense/subrogation efforts.
- Supply your claim adjuster with complete incident file obtained during incident reporting steps.

Employment Practices Liability (EPL)

- Prior to incident, management should maintain employee file containing all incidents, performance information, and attendance violations.
- Call La Pointe Law Firm to discuss next steps.
- Supply La Pointe with all information obtained.

Important Contact Information

- McDonald's claims network: 1-800-323-5650
- La Pointe Law (for EPL): 1-977-376-4100
- Marsh: 1-800-323-4195

For more information, visit www.marshmcdonalds.com/policy-services/claims.html

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