



Re: **Workers' Compensation Claim Reporting and Policy Questions**

We are pleased to service your workers' compensation policy. It is our responsibility to investigate reported claims, determine whether or not a claim is work related, and coordinate efforts with you, the injured worker and his/her treating doctor in returning the employee to gainful employment as soon as possible. To ensure prompt and expedient claims service to your injured employees, we ask that you comply with our workers compensation program by following the procedures below:

- Educate employees to report all injuries and accidents to you promptly.
- Instruct injured employees to seek medical attention immediately.
- To avoid penalties, it is important that you report the accident immediately. Enclosed you will find a supply of First Reports of Injury forms to be completed within the first 24 hours. You can:
  - **Fax it to 815.235.9638**
  - **E-mail the loss notice to [MiddleMarketFNL@QBEAMERICAS.com](mailto:MiddleMarketFNL@QBEAMERICAS.com), or**
  - **Verbally report the loss by calling 866.810.0431.**

**Please include your Policy Number in any of the three reporting methods.**

- Advise us as soon as your injured employee has returned to work to avoid overpayment of benefits.
- To help further control your insurance costs, consider offering your injured worker modified duty to accommodate restriction placed by a physician.
- Your claims will be administered by General Casualty Insurance. Once a claim is reported, please mail or fax all medical bills, records, internal accident investigation reports, etc., to:

**General Casualty Insurance Companies**

**P. O. Box 448  
Freeport, IL 61032**

**Phone 800.892.1177  
Fax 815.235.9638**

- Policy billing or payment questions can be directed to 800.609.0401.
- Coverage or policy change questions should be directed to your agent.

We look forward to servicing your workers' compensation claims needs. Should you have any questions regarding our claims handling procedures, please do not hesitate to contact us.

We look forward to assisting you to ensure proper handling of your workers' compensation claims.

Enclosures