Vital Accident Information

- If you can, obtain:
- Contact information for injured party(ies)
 - include name, address, phone, and email
- Contact information for any/all witnesses to the alleged incident
 - include name, address, phone, and email
- Don't admit fault. You may be entirely blameless.
- Only discuss accident details with police/ ambulance personnel, your employer, or a West Bend representative.
- Take photos of the incident location as soon as possible (see tips on back panel).
- Contact West Bend's **Direct**Connect to report the incident as soon as possible.

Incident Reporting Tips

The most important step is to ensure adequate medical attention is provided to injured parties as quickly as possible.

Take photos of the incident area as soon as possible.

- take pictures from all angles (e.g., up the stairs, down the stairs, going in a door, going out a door)
- include any noteworthy conditions in photos (e.g., damaged railing, pot holes, snow and ice, water puddles, etc.)

Interview claimant and individual witnesses separately. Note differences in each individual's account of what happened.

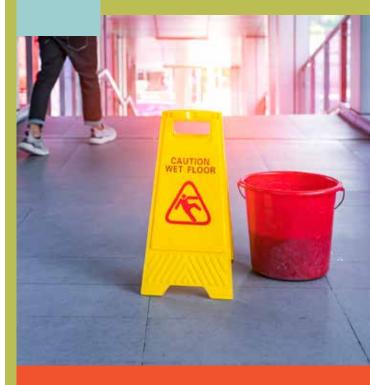
Document any/all conditions contributing to incident.

- wet floor
- weather conditions
- lighting
- claimants attitude/health
- obstacles or obstructions



West Bend Insurance Company - 1900 S. 18th Avenue - West Bend, WI 53095

General Liability Incident Report



DirectConnect®
24 HOUR CLAIM SERVICE

TOLL 1-877-WBCLAIM FREE (1-877-922-5246)



Witness Statement Information Witness Statement Information Claimant Information If an individual alleges injury while on your premises, please use Name: Name: this brochure to collect as much information as you reasonably Phone number: Phone number: _____ can. Once you've done so, contact a West Bend representative at Address: Address: (877) 922-5246 as soon as possible. Name: _____ Email: Email: Phone Number: Description of incident: Description of incident: Address: Email: Location of incident: ____ Date of incident: Time: □ am □ pm Noteworthy conditions: Noteworthy conditions: Describe what happened: Our service is available Noteworthy conditions: Describe injuries: 24 hours a day, 7 days a week!