

Reporting Guidelines

The sooner an incident is reported to us—and the more complete information we receive—the better placed we are to respond appropriately. Our incident reporting process is designed to facilitate fast and accurate claims reporting, giving our team the information they need to help your organization and the claimant heal.

These are general guidelines, not an exhaustive list. If you have any questions, please do not hesitate to contact a Redwoods Claims Professional.

How to Report:

Email: claims@redwoodsgroup.com

Fax: 800-478-6068

Phone (Daytime): 800-463-8546 (M – F | 8:30 am – 5:30 pm Eastern)

Phone (After Hours): 877-590-4678

What to Report:

Major Incidents

Report to Redwoods immediately via phone at 800-463-8546

- Death
- Life-threatening injuries
- Medical events such as cardiac arrest, etc.
- Alleged sexual abuse or inappropriate contact
- Alleged physical abuse
- Any aquatic events that requires oxygen, CPR, rescue breathing, or AED use
- Auto accidents causing serious injuries or property damage
- Property damage resulting in business interruption

All Other Incidents

Report to Redwoods within 24 hours via phone, fax or email

- Incidents where the injured party or a family member requests compensation or threatens legal action
- Aquatic events not requiring oxygen, CPR, rescue breathing, or AED use
- Significant injuries such as fractures, etc.
- Auto accidents causing minor injuries or property damage
- Minor property damages not resulting in business interruption

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Please print clearly and attach additional pages as needed. Send this report to:

Email: claims@redwoodsgroup.com | Fax: 800-478-6068

Do you need to have a claim set up? YES NO

(For example: Has there been a request for payment? Is there an attorney involved? Are the damages over your deductible?)

Reported By: _____ Date of Incident: ____ / ____ / ____

Reported On: ____ / ____ / ____ Time of Incident: ____ : ____ AM PM

Type: Liability Property Auto Directors & Officers

Injured Party Name: _____ Organization: _____

Address: _____ Contact: _____

City, State, Zip: _____ Phone: _____

Date of Birth: _____ Email: _____

Phone: _____

Email: _____

Incident Location: _____ Broker's Name: _____

Address: _____ Broker's Agency: _____

City: _____ Phone: _____

State, Zip: _____ Email: _____

What happened?

Please provide a brief description of what happened. (Attach additional pages if needed.)

How did this happen?

- | | | | |
|--|--|---|----------------------------------|
| <input type="checkbox"/> Abuse | <input type="checkbox"/> Discrimination | <input type="checkbox"/> Professional | <input type="checkbox"/> Water |
| <input type="checkbox"/> Aquatics | <input type="checkbox"/> Equipment Failure | <input type="checkbox"/> Road Conditions | <input type="checkbox"/> Weather |
| <input type="checkbox"/> Assault | <input type="checkbox"/> Fall From | <input type="checkbox"/> Slip, Trip, Fall | |
| <input type="checkbox"/> Automobile Accident | <input type="checkbox"/> Fire | <input type="checkbox"/> Struck By/Struck | |
| <input type="checkbox"/> Burn | <input type="checkbox"/> Medical | <input type="checkbox"/> Theft/Vandalism | |

Where did this happen?

- | | | | |
|--|--|--|---|
| <input type="checkbox"/> Aquatics | <input type="checkbox"/> Gyms, Courts & Fields | <input type="checkbox"/> Outside the Facility | <input type="checkbox"/> Saunas, Spas and Steam Rooms |
| <input type="checkbox"/> Bathroom/Locker | <input type="checkbox"/> Housing | <input type="checkbox"/> Playground | <input type="checkbox"/> Sidewalks & Stairs |
| <input type="checkbox"/> Child Care / Classrooms | <input type="checkbox"/> Maintenance Area | <input type="checkbox"/> Professional Areas | <input type="checkbox"/> Target Sports |
| <input type="checkbox"/> Fitness | <input type="checkbox"/> Non-Athletic Program Area | <input type="checkbox"/> Roads, Streets & Parking Lots | <input type="checkbox"/> Transition Area |
| <input type="checkbox"/> Food Service Areas | | <input type="checkbox"/> Ropes Elements | |

If this is a claims emergency, please call us at 800-463-8546