

# HOW TO REPORT A LIABILITY CLAIM

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**If you receive a letter of representation from an attorney or are served with a summons and complaint, immediately phone Hylant.** These are time-sensitive documents and require special handling and immediate attention. Prompt reporting of occurrences is critical in keeping claim costs at a minimum.

Any serious bodily injury claims should be reported to Hylant by telephone or by fax (see the phone and fax numbers at right). General liability claims should be followed up with an incident investigation report form.

Less serious general liability claims should be reported using the incident investigation report form (page 29). The form should be completed with as much detail as possible, with a copy sent to Hylant at the following address and a copy retained for your files.

All potential directors and officers claims must be reported as soon as possible. It is not necessary to wait for a lawsuit to be filed—there is no penalty for reporting potential claims. However, if you

are aware of legal action taking place, the carrier must know immediately. Quick action can reduce claim cost.

All general liability and directors and officers claims should be reported to:

**MAIL Hylant  
ATTN: Claims Department  
10401 North Meridian Street  
Suite 200  
Indianapolis, IN 46290**

**PHONE 1-800-678-0361, ext. 15153 or +1-317-817-5153**

**FAX +1-317-817-5151 (fax)**

