Special Circumstances

Claims · https://milo.masseyservices.com/docs/special-circumstances/

Drilled Water Pipe and Electrical Lines

The General Manager will immediately contact the plumber or electrician to proceed with repair, visit the site, confirm the damage occurred and report the incident to the Claims Manager. They will follow QA Guidelines on plumbing repairs. The claim will still be entered into Claims Editor, however, the usual steps in the Vendor/Claim Authorization process need to be bypassed.

Other Special Circumstances

- Chemical Stain/Order - Customer’s property was stained by chemicals or has an order from chemical application. Immediately Notify the Regional Manager, the Director of Quality Assurance and our Risk Management Department.
- Well Contamination and/or Chemical and/or Bait Ingestion - Humans or pets have been poisoned or a well contaminated. Immediately Notify the Regional Manager, the Director of Quality Assurance and our Risk Management Department.
- Department of Agriculture Consumer (DACS) – DACS complaints and/or request for information. Immediately Notify the Regional Manager, the Director of Quality Assurance and our Risk Management Department.
- Legal notification, i.e. subpoena, request for documents, depositions. Immediately Notify the Regional Manager, the Director of Quality Assurance and our Risk Management Department.

Bodily Injury, Illness or Medical Health Problems

Bodily Injury

If a human has been injured in any way, the General Manager will see that they receive immediate medical attention and report IMMEDIATELY to the Regional Manager and Director of Quality

Assurance, Vice President or President.

On those bodily injury claims involving one of our accounts; in addition to the steps in item above, the General Manager also observe the following and send to the Risk Management Department:

- Any request from one of our customers to honor a bodily injury claim from one of their customers
- A narrative of all details known about the claim including but not limited to:
- Name & address of claimant
- Description of incident
- Date of occurrence
- Any other supporting documentation such as:
- Service invoices
- Complaint logs
- Extra service logs
- Notes or correspondence

Chemical Exposure

If chemicals have been swallowed or exposure to fumigants occurred, the General Manager will immediately contact the nearest POISON CONTROL CENTER. Transport victim to nearest facility. The General Manager will provide Poison Control Center with label of product that was swallowed or exposed to and report immediately to Regional Manager, Director and Quality Assurance or Vice President.

Special Notes:

- Any claim that indicates any type of illness, bodily injury and/or medical health problems that occur outside business hours must be called immediately to the Regional Manager, Director of Quality Assurance or Vice President. These Corporate Executives will be responsible for contacting the appropriate agency, as well as updating the Risk Management Department and Managers.
- Under no circumstances should we ever get involved in settling a General Liability claim relating to BODILY INJURY, ILLNESS, MEDICAL and/or HEALTH. Regardless of how minor it may seem at the time, these type claims must be reported immediately to the Risk Management Department, who in turn will report to the Insurance Company. The primary reason for this procedure is a minor claim can sometimes develop into a larger claim and our attempted settlement may be construed

as an admission of guilt. Some insurance companies will, and can, deny responsibility for handling the claim based on the fact that our attempted settlement prejudiced the entire case.