



## LOSS NOTICE INSTRUCTIONS

1. Loss Notice reports should be completed within 24 hours after the accident has occurred or when you have knowledge of an incident, occurrence or potential claim. Do not wait to receive written notification of any accident or claim before filing the Loss Notice with **CIRMA**. Serious incidents should be reported immediately by phone and followed up with this Notice. Call 1-800-526-1647 to report a claim by phone. **After-hours Emergency Claims should be reported by calling (203) 804-5917 - CIRMA members only.**
2. It is important that a Loss Notice be completed for all first reports of claims. Do not send attorneys' letters or police reports without a completed Loss Notice. The Loss Notice identifies that this is a first notice or a potential claim to the Liability Claim Managers.
3. The Loss Notice must be completed by an authorized **CIRMA** member, signed and dated.
4. The form should be emailed to: **lapnewclaims@ccm-ct.org**

### Liability-Auto-Property Claim Managers:

**Cathy Gambrell**

Business: 203-946-3750

Cell: 203-605-3289

**Cynthia Mancini**

Business: 203-498-3019

Cell: 203-804-5917 (After-Hours Emergency Claims – CIRMA Members only)

5. Select one of the three electronic LAP Loss Notice forms (Liability-Auto-Property, Automobile, or Property Only).

### Instructions for saving and emailing forms:

- a) Save the blank (Read Only) Loss Notice template to a selected folder on your system (i.e. file folder on your local drive or network folder, etc.)
- b) Open the template and immediately click "Save As" and give the document a unique name/number (i.e. Jane Doe, LAP Loss #123). You can now fill in the loss notice information. In this way, you can be sure you retain the blank form for future purposes.
- c) Once completed, the document can be emailed by clicking onto "File", "Send To", "Mail Recipient (as attachment)", and send to **lapnewclaims@ccm-ct.org**.

*Note: The blank form can also be copied/printed and completed manually.*

6. It is not necessary to wait for any reports if this will cause a delay in reporting the incident to **CIRMA**.
7. Attach all relevant documentation with the Loss Notice. These attachments may include police reports, photographs, letters, internal memos, work logs, etc. Identify these attachments in the **REMARKS** section of the Loss Notice.
8. It is very important to list all known witnesses in the **WITNESSES** section of the Loss Notice form.
9. Once a claim file is set up, an acknowledgment letter will be sent to the member stating that a file has been activated and will identify the claim number and the claim representative assigned to that file.

**NEVER ACCEPT RESPONSIBILITY OR OFFER PAYMENT OF A CLAIM.**

**OBTAIN INFORMATION AND INFORM THE CLAIMANT IT WILL BE REPORTED TO THE INSURANCE CARRIER AND THAT THEY WILL BE IN CONTACT.**