Online Incident Report User Guide

The faster a claim is submitted, the faster we can respond.

In January 2020, we launched our Online Incident Report. This user guide will review each step in the online incident reporting tool. Please deploy this tool internally to anyone in your organization who is currently filling out your incident reports.

Important Reminders

Reports Do Not Automatically Become Claims

Each report needs to be assessed on the details of what happened to decide whether or not a claim should be opened. We carefully review each report and take one of the following actions:

1. **Claim is opened:** An email will be sent to the person(s) designated in our records as the claims contact at the insured and the broker.
2. **No claim is opened:** The Redwoods Group will securely file this incident report for future reference, and no additional action is taken.

Online Form Does Not Apply to Workers' Compensation Claims

Workers' compensation claims are processed through Crum and Forster. Please visit http://www.cfins.com/claims/workers-compensation-claims/#_claimskitspostingnotices or use the following contact information:

Phone: 1-800-690-5520
Fax: 1-877-622-6218
Email: crumandforsternol@cfins.com

Contact Information

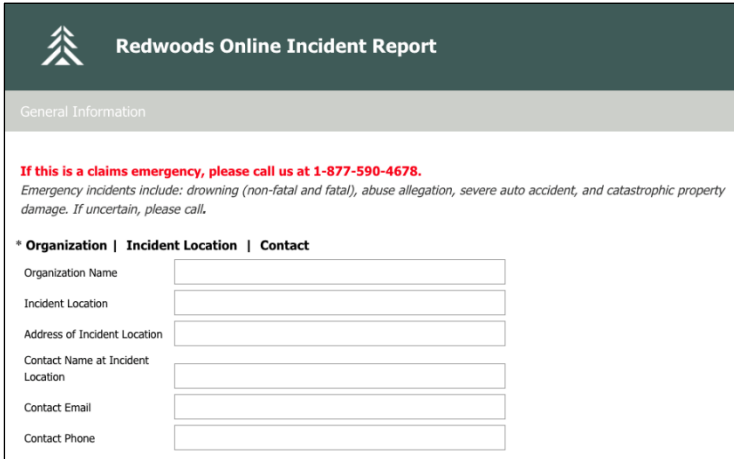Should you have any questions, please feel free to contact us at:

Claims@redwoodsgroup.com
1-800-463-8546

Table of Contents

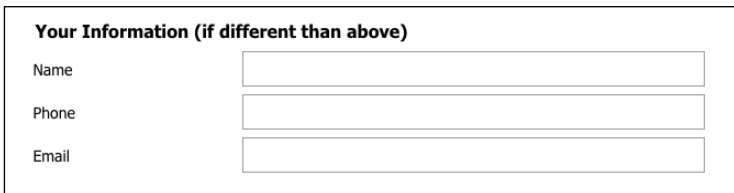# General Information

Organization | Incident Location | Contact

The organization is the entity that holds the insurance policy.

The incident location is where the incident occurred.

The contact name, email and phone number are for the person at the incident location.

Your Information (if different than above)
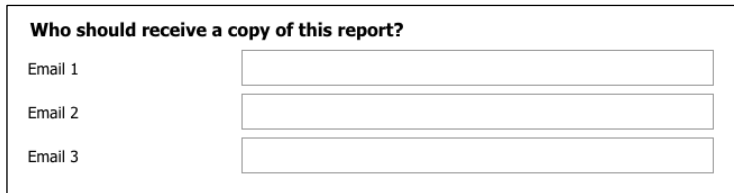

If the person filling out the report is different than the incident location contact person, they will enter their information here. It is important that Redwoods can reach the person who submitted the report.

Who should receive a copy of this report?
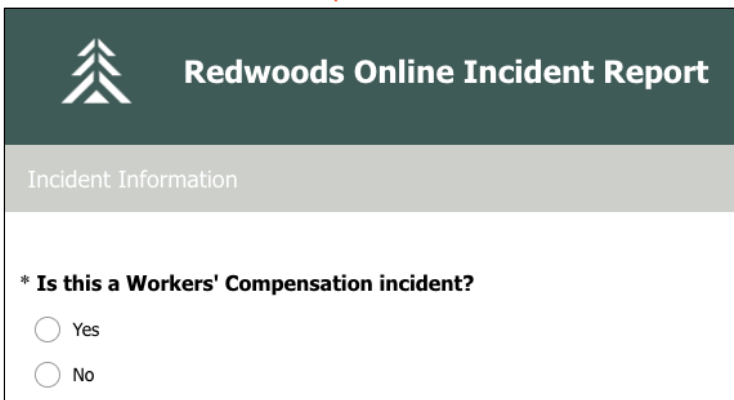

In some cases, it might be necessary for others to receive a copy of the report. Up to three additional email addresses can be entered here. They will automatically receive a copy of the report.

Incident Information

Is this a Workers' Compensation incident?

Workers' Compensation incidents go through a different process. By clicking "yes" you will be directed to call a phone number to submit a Workers' Compensation incident.

Is someone pursuing a claim?

Submitting an incident report does not automatically set up a claim. We will carefully review all details to determine if a claim needs to be set up. However, if you know that a claim will be required, indicate that here.
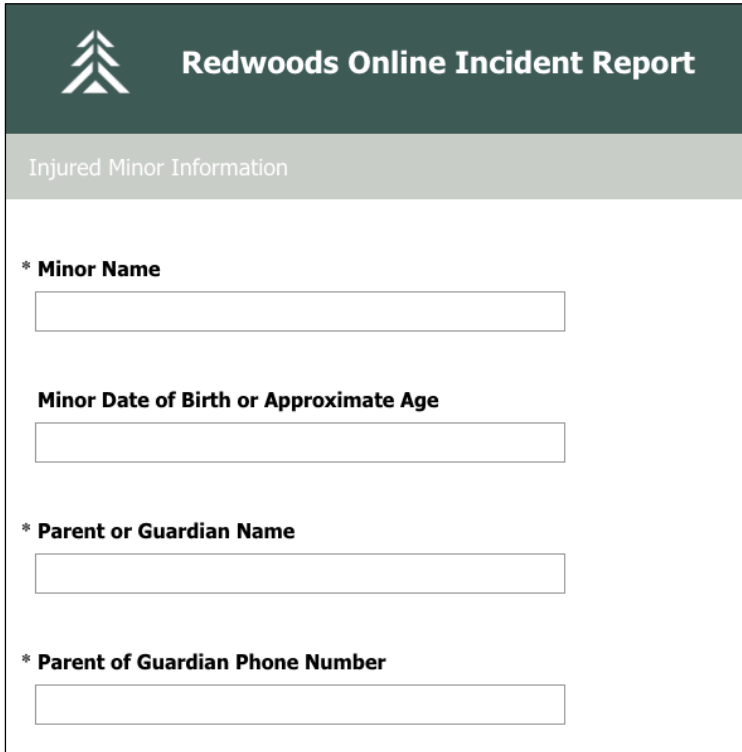
Was a minor injured in this incident?

Indicating whether a minor was injured or not will help us better triage your incident report.

Injured Minor Information

When a minor is injured, please provide us with their name, date of birth or approximate age, parent or guardian name and parent or guardian phone number. This will allow us to get a better profile on who was injured and their parent or guardian's contact information.

Injured Party Information

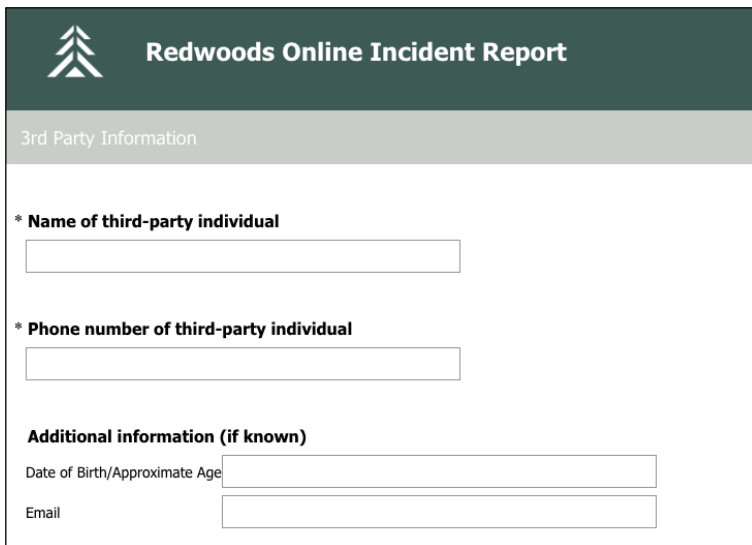Was an adult injured or was a third-party involved in this incident?

This section is to indicate if anyone who is not a minor was:

a. Injured party such as a volunteer, organization member or guest.
b. Someone who does not work for the organization that wants to make a claim. This could be a bodily injury or related to property, for example.
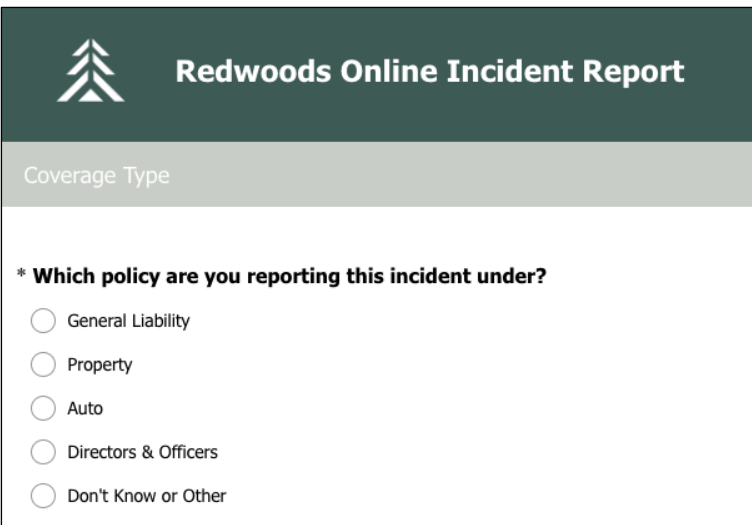
3rd Party Information

If a third-party individual was involved, provide as much information as possible so we may better address their needs.

Coverage Type
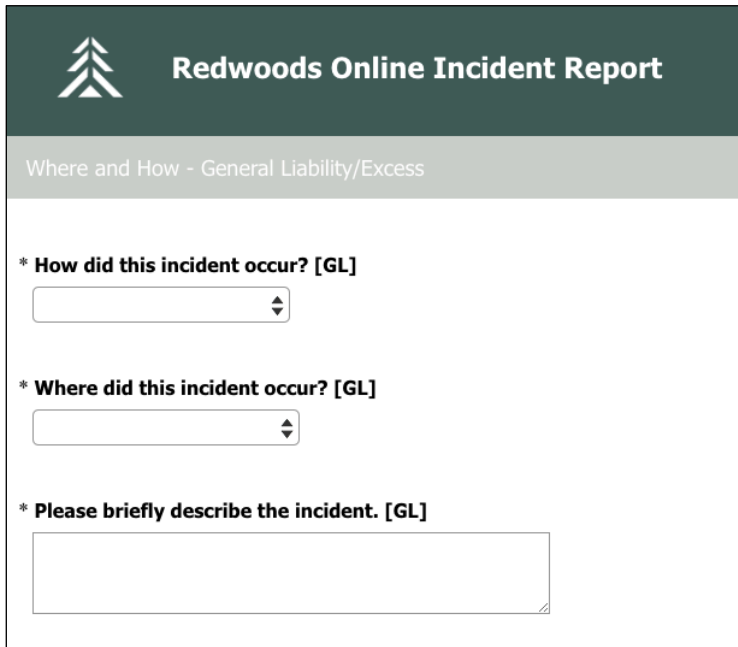
Which policy are you reporting this incident under?

As a commercial insurer, The Redwoods Group offers customers different lines of coverage. This section allows us to review each incident report faster.

If you do not know, that's okay. Select the last option and enter a few words to help us categorize the incident.

Where and How
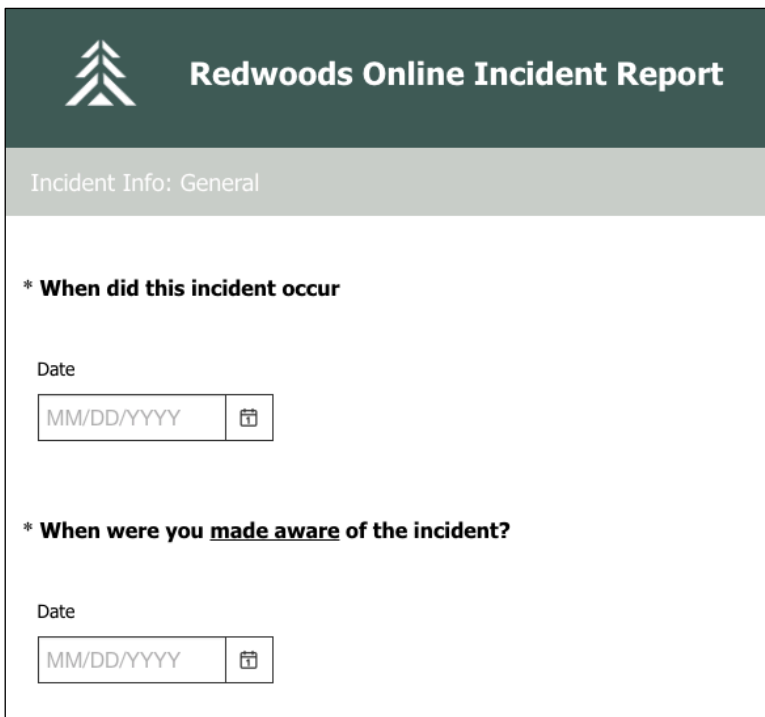
For each coverage type, you will see the following three questions: how did this incident occur, where did this incident occur and please briefly describe the incident.

When describing the incident, please provide a 1-3 sentence summary and go in to as much detail as possible.

Incident Info: General

When did this incident occur? When were you made aware of the incident?

Often, incidents may occur more than a day before you were made aware of them. If this does happen, please differentiate the two.

Who alerted you to this incident?

Who alerted you to this incident?

○ An employee

○ A non-employee (volunteer, member, child)

○ No one - found or witnessed myself

Please indicate who alerted you to the incident. This tells us who we need to talk to directly in case the person reporting the incident didn't actually witness or find the issue being reported.

Do any of these apply to this incident?

* Do any of these apply to this incident?

☐ CPR, AEDs. or oxygen administered

☐ 911 or police called

☐ Facility closed or put on lock down

☐ Firearm or weapon involved

☐ Potential attorney involvement

☐ There has been a request for payment

☐ Damages will exceed deductible

☐ Allegation of abuse (sexual, physical, mental, verbal)

☐ None of these

Some incidents are severe and will require immediate follow up from our team. To help us better triage an incident quickly, please carefully consider if any of these apply to the incident being reported.

Is there any additional information you would like to provide? Do you need to upload any files?

Is there any additional information you would like to provide?

Do you need to upload any files?

☐ Yes

☐ No

If there are any additonal details you would like to provide Redwoods, please share here. If there are files, including photos or videos, that would help bring context to the incident, please share here.

REDWOODS
A CRUM & FORSTER COMPANY