



How to report a claim

In accordance with workers compensation statutes, claims should be reported to the insurance carrier as soon as possible so that we can quickly conduct an initial investigation and avoid penalties for late reporting.

If any injury occurs, take the following steps:

1. Assist the injured employee

- Provide first-aid and/or send the employee for medical treatment
- In the case of an emergency, call 911
- For assistance with finding a medical provider in your area, please visit markelinsurance.com/smallbusiness/injured-worker

2. Secure the premises

- Eliminate hazards and resume operations

3. Report the claim

For your convenience, there are several methods to report a claim:

-  +1.888.500.3344
-  markelinsurance.com/claims
-  froi@markel.com
-  P.O. box 3188 Omaha, NE 68103

Provide the following information when reporting a claim:

- Markel policy number
- Employer and injured employee names with contact details
- Date of injury
- Location and description of loss
- Name and contact number of the medical facility where the injured employee went for treatment

Once a new claim has been reported, Markel claims specialist, trained in workers compensation, will contact you to proceed with the investigation of the claim. Ensure your employee knows that the claim has been reported and a claims specialist will be contacting them to discuss the claim as well any potential workers compensation benefits.

We suggest that you work with your employee to locate a physician and get care as soon as possible. Please see the medical benefits section below for information on how to find a provider.

We encourage you to post the “**Claims reporting guide**” in your business so your employees know what steps to take when an incident occurs.

