

Claim Kit

Incidents and accidents are going to happen no matter how hard we work to ensure that our equipment, our midways or our parks are safe for our customers or employees. It is how we respond to these incidents and accidents that make all the difference in the world. McGowan Allied is your **Partner in Protecting Fun** and as such, we are here to guide you through the process of reporting and managing incidents, accidents and claims.

Included in this claim kit you will find valuable information ranging from arranging for accident management training for your team to incident reporting and communications with our 24/7 claim service.

Incidents and accidents can be stressful. It is our job to help alleviate that stress and help you continue on with your job of providing safe, clean fun for your customers.

Contents of the claim kit:

1. Claim Service Information and Reporting information
2. Liability Accident Reporting Form
3. Automobile & Property Loss Notice Form

McGowan Allied Specialty Insurance 24/7 Incident Reporting Number
440-895-3636



Claim Servicing Information

Insurance in its most simple form is a promise. The insurance company promises to make you whole or protect you when a loss occurs in exchange for your promise to pay premiums. Our end of that equation is evidenced through effective and efficient claim management. The following outlines key information that will be important and useful to you in the event of a claim.

How to contact McGowan Allied Claims

You can contact the McGowan Allied Specialty Insurance Claim Unit 24 hours a day, 7 days a week by calling **440-895-3636**. You can also reach the Claim Unit via email at claims@mcgowanallied.com. Your Producer or Account Manager is also available to assist you in a claim emergency 24/7 should you need them.

Additionally, you can access claim reporting forms via our web site at www.mcgowanallied.com/contact-us/claims.

If you have any questions or concerns about a claim or our claim service, please contact your McGowan Allied Account Manager!

Claims Department Address

McGowan Allied Specialty Insurance Claims
140 Fountain Parkway N, Suite 570
St. Petersburg, FL 33716

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Reporting Procedures

What is an incident?

An incident is any event that has or may result in property damage or bodily injury. Not all incidents may result in an actual claim, however, all incidents should be reported to McGowan Allied.

What do I need to do in the event of an incident?

All incidents need to be reported to McGowan Allied as soon as practicable within 24 hours of the incident. Incidents should be reported using the McGowan Allied Specialty Insurance Incident Reporting form found in this Claim Kit, or on our website at www.mcgowanallied.com/contact-us/claims. Reports can be mailed, emailed to claims@mcgowanallied.com or sent via fax to 440-333-3214.

What will McGowan Allied do with the incident reports you submit?

McGowan Allied will review all incident reports and determine whether they warrant the initiation of an actual claim. If so, the report along with any other supporting documentation will be provided to the insurance carrier for formal claim management. Those incidents that do not warrant claim reporting will be filed as "Incident Only" events and kept in the McGowan Allied Claim Unit and monitored for future development. McGowan Allied will not initiate any claimant contact on "Incident Only" claims.

What constitutes a Claim Emergency?

Any incident resulting in:

1. Fatality
2. Dismemberment
3. Quadriplegia/Paraplegia
4. Head Trauma
5. Severe Burns
6. Rape/Sexual Assault
7. Fractures
8. Injuries involving multiple parties in the same accident
9. Significant property damage
10. Medical transport of injured party

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