MARSH

# Liability claims notification process

What to do when an incident may lead to a claim

## ACT WITHOUT DELAY

Notify Marsh Sport promptly -- generally within 28 days of the incident date.

### 1. Notify immediately

- Complete the Sportscover Liability Claim form and send it to Marsh Sport without delay.
- Notify insurers of every claim, incident or circumstance that may give rise to a claim.
- Any injury involving a third party or employee must be notified immediately.
- Failure to report promptly may result in indemnity being withdrawn.

### 2. Do not prejudice your position

- Do not admit liability.
- Do not discuss liability with the claimant.
- Do not make offers of settlement without the insurer's prior written approval.
- Do not correspond with the claimant, representative or insurer.
- Send any draft correspondence to Marsh Sport for review before it is sent.

### 3. Record and retain

- Record all incidents of injury in a GDPR-approved accident book.
- Retain copies of incident reports and all correspondence.
- Forward formal injury claim correspondence to Marsh Sport unanswered and without delay.
- Keep copies of all correspondence sent.

### 4. Know the legal deadlines

For formal Public Liability claims, the Ministry of Justice timetable is:

**21 days** to reply to an initial Letter of Claim

**90 days** to investigate and reach a liability conclusion

**Missing these deadlines may lead to proceedings being issued, increased claim costs or penalties.**

## SEND YOUR NOTIFICATION

### Marsh Sport

Email marshsport@marsh.com

Post The Paragon, Counterslip, Redcliffe, Bristol BS1 6BX

### Or contact Davies Group directly

Email LibertyNewClaims@davies-group.com

Phone 0344 856 2364

Have these details ready: your full name and contact details, organisation name, address and postcode, policy number, and circumstances of the claim.

**If in doubt, notify Marsh Sport first. Do not wait for the situation to become a formal claim.**