

(FOR INTERNAL COMPANY USE ONLY)

SafeParc claim Documenting Form

HOW TO HANDLE CUSTOMER INCIDENTS

Property (missing/damaged), Accident, Theft, Injury, etc.

Every location has a claim folder that provides information and documentation to be used in the event of an incident. The following is an overview of SafeParc's claim process and the steps each attendant/staff member should take in the event of an incident.

Claim Folders Include the Following Documentation

- Monthly Valet Incident Report Log
- Customer Claim Contact Card
- Incident Reporting Procedure Letter for Customer
- Customer Incident Reporting Form
- Internal SafeParc Claim Documenting Form

Monthly Incident Logs (dated) and document copies will be provided quarterly. It is each location's responsibility to follow this process and ensure documentation is kept stocked. Additional Forms are available.

Incident Report Form

1. MUST be sent to claims@safeparc.com within 24 hours of the incident
2. EVERY incident must be reported, (even small issues like replacement keys, theft, etc.).
3. There will be disciplinary action up to and including termination for incidents that customers report that have not been logged.

For customer witnessed/on-site-reported incidents or claims, follow these steps:

1. Advise customers to keep their valet ticket
2. Give the customer the **"Claim Contact Card"**
 - ❖ Advise the customer that our claims department will reach out within 24 hours
 - ❖ Explain to customers the email will provide more information on the next steps..
3. Valet Attendants must **"Obtain Pictures"** and complete the **"Incident Report Form"**
 - ❖ This is an INTERNAL form ONLY
 - ❖ DO NOT give the customer a copy or ask them to sign it
 - ❖ Send to Michaeltorres@refinedparking.com and/or claims@safeparc.com

Please Note: Incident forms must be completed on-site immediately after the incident or a claim is made; the customer cannot take them home. Send to Michael Torres (Claims Department) during or no later than the end of your shift.

BEST PRACTICES - Important to Remember:

- Do not discuss a possible claim with the client. If the client asks what happened, refer them to the manager.
- Advise your manager immediately and they will inform the client as appropriate
- Do not promise or give guarantees (responsibility, pay, etc.) give the business card
- Reinforce that the claims department handles the claims and they will be in touch
- Never call the police unless it is a vehicle theft
- If police are contacted by a customer, immediately contact the SafeParc Manager.
- Give the police officer the SafeParc manager's contact information if asked and Claims
- Do not make a statement to the police until speaking with one of us.
- Obtain police report # when applicable

*****DO NOT, UNDER ANY CIRCUMSTANCE GIVE OUT YOUR CELL PHONE NUMBER TO CUSTOMERS. *****

We understand it can be difficult with an unhappy customer who is demanding to speak with the owners. You must remain calm and professional.

Please explain to the customer that all information about the incident or claim is sent immediately to SafeParc's claim department who is in contact within 24 hours.

If you have any additional questions or concerns, please contact Michael Torres.