



Strength in...  
**Members**

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# MEMO

To: Eau Claire County

From: WMMIC

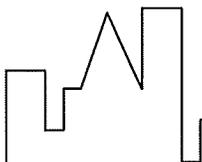
Date: May 10, 2016

Re: Claim Procedures

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1. Member receives notice of Event.
2. Once formal claim is submitted per 893.80 the Member forwards notice on to WMMIC for handling.
3. WMMIC reviews Liability Policy for coverage.
4. Once coverage is confirmed. WMMIC conducts a liability investigation.
5. The Liability Investigation usually requires contact with the insured, possible contact with the department involved and obtaining any applicable reports.
6. Based on WMMIC's investigation, WMMIC will determine liability (either accept claim and pay for damages, deny the claim or send a request for formal disallowance).

WMMIC wishes to remind you that the above is a general flow of how a claim is handled. Each and every claim received may require different handling requirements or additional steps.



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**WISCONSIN MUNICIPAL MUTUAL INSURANCE COMPANY**  
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