

A close-up photograph of a baseball bat and a baseball, illuminated by warm, golden light. The bat is on the left, and the ball is on the right, both showing texture and detail.

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# **How To Score in Claims**

**Preserving Evidence and How It Can Help You**



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## **AT BAT...**

- **Video Footage**
  - Surveillance, Body Camera, Dash Camera, Cell Footage – Verification
- **Pictures**
  - Note photographer, date/times, contact information
- **Statements**
  - Witness contact details, detailed, dated, preferred written 1<sup>st</sup> person
- **All Physical Evidence**
  - Tagged with date and claimant.

A close-up, low-angle shot of a baseball, showing the stitching and the texture of the leather. The lighting is dramatic, with a strong highlight on the top of the ball, creating a sense of depth and focus.

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## **ROUNDING FIRST...**

- **Emails**
  - Internal and relevant
    - Emails are discoverable - DO NOT DELETE!!
- **Employment Records**
  - Retain all records
  - Attempt to keep contact information current for all involved in incidents
  - DOCUMENT, DOCUMENT, DOCUMENT

A close-up, low-angle shot of a baseball, showing the texture of the leather and the stitching. The lighting is warm and dramatic, highlighting the curve of the ball.

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## **ON TO SECOND...**

- **Logs**
  - Access, Visitors, Maintenance, Incidents etc., as applicable
    - Dated, Accurate, Author information
- **Medical Records**
  - Relevant and if retained by agency
- **Reports**
  - Accidents reports
  - Unusual occurrence reports (UOR)

# **STRETCHING A TRIPLE...**

- **Accurate**
  - Just the Facts
- **Complete**
  - Who, What, When, Where, Why, How
- **Timely**
  - Accidents report to TPA within 48 hours of incident
  - Lawsuits forwarded as soon as received by agency
  - Evidence gathered as soon as possible

A close-up, low-angle shot of a baseball, showing the stitching and the texture of the leather. The lighting is dramatic, with a strong light source from the left, creating a bright highlight on the top of the ball and casting the rest into shadow.

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## **HOME RUN...**

- Denials, If Appropriate
- Resolve Claims Quicker
- More Accurate Assessments
- Save Agency Money
  - Lower Defense costs --> Lower Premiums
- Save Taxpayer Dollars
- Less Frustration

A close-up, low-angle shot of a baseball, showing the texture of the leather and the stitching. The lighting is warm and dramatic, highlighting the curve of the ball.

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**Questions?**

A close-up, top-down view of a baseball, showing the characteristic red stitching on a light-colored leather surface. The lighting is warm, highlighting the texture of the leather and the pattern of the stitches.

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## **General Liability Unit Contact**

### **GL Manager**

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### **GL Supervisors:**

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