



**Martin LaPointe, Esq.**

## Our Insureds Actually Use it

Almost every company offers some kind of Risk Management program or method of mitigating claims. Customer satisfaction surveys indicate that policyholders say they really like them. Usage surveys indicate that policyholders don't use them very much.

We don't believe that risk management is "window dressing." Our data indicate that there is a direct correlation between training your managers and supervisors and lower claim frequency and severity. To save you money, protect your business and protect your managers we require that you train your supervisors and managers with ComplyAmerica.

In our opinion this is why our customers call the Helpline more than our competitors customers. Un-informed people don't have any questions. Until people who supervise or manage realize the responsibilities and expectations not only of their company but of the law has of them they don't perceive the need. The ComplyAmerica Training helps you find the questions. The Helpline helps you find the answers.

Our Helpline is manned by the attorneys who also will conduct the initial charge response should a claim arise. Their business is to handle trouble when it arises. This service is confidential. The insurance company does not know who calls or what they talk about. Most calls involve questions about specific employment situations in the workplace and how best to handle those situations. If your inquiry requires legal advice and consultation, the Helpline attorney will inform you of this and may refer you to an employment law attorney.

- The service is brought to you by Burke Warren MacKay and Serritella under the direction and supervision of Martin LaPointe. Mr LaPointe or a designated attorney from his firm will assist you with your inquiry
- Any manager, officer, owner, principal, supervisor or designated employee of an EPRMA member may call the Helpline at the number above.
- There is no charge for EPRMA members.
- The Helpline attorney will be able to help you determine whether the correspondence you received is a claim has been made and whether it should be reported.