

# Helpline Q&A

## **Q. What is the charge for Helpline calls?**

A. There is no charge for EPRMA members. THE NUMBER IS 1-877-376-4100

## **Q. How many times may I call?**

A. As often as you want. There is no limit on the number of times you may call.

## **Q. Who can call?**

A. Managers, supervisors, corporate officers, risk managers, human resource professionals. Callers must simply provide your EPRMA member information.

## **Q. To whom do I speak?**

A. You will speak to attorneys who have expertise in employment law.

## **Q. Is the call confidential?**

A. Yes. The information will not be provided to anyone, including the insurance company, unless you want the information shared with the insurer.

## **Q. Do the attorneys provide legal advice?**

A. No. 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.

**Q. Please give examples of Helpline questions.**

- Questions about possible disciplinary actions including termination.
- Questions about employees requesting leaves of absence.
- Questions about an upcoming reduction-in-force.
- Requests for sample anti-discrimination statements.
- Requests for EEOC-compliant job applications.
- Requests for employee handbook templates.
- Inquiries about the general requirements of any of the employment laws.

**Q. Should I call the Helpline when I've received something that I'm not sure is a claim?**

A. Yes. The Helpline attorney will be able to help you determine whether a claim has been made and whether it should be reported. If not a claim, the attorney may be able to assist you in taking action to help avoid a claim. Keep in mind that calling the Helpline itself does not trigger coverage.