



INSIGHTS FROM COTERIE

Business insurance claims obligations for small business owners

Running a small business involves a variety of decisions — from inventory management and interior design choices to hiring considerations and bidding strategies. Amidst these daily choices, there's one critical area that should not be overlooked: understanding your insurance obligations. Whether you're a seasoned entrepreneur or just starting, being aware of the impact that your decisions can have on business insurance claims is essential.

BUSINESS DECISIONS AND THEIR IMPLICATIONS

As a small business owner, you often find yourself in situations where you need to make decisions on the spot. Perhaps you're resolving a customer issue, rectifying an innocent mistake, or keeping a valuable client satisfied. While these decisions reflect positively on your commitment to customer satisfaction, they can have repercussions when it comes to insurance claims. It's crucial to note that your insurance policy outlines specific terms regarding voluntary payments. In response to a loss, the policy states that you should not, except at your own cost, voluntarily make a payment, assume any obligation, or incur any expense without the insurer's consent. This provision is in place to protect both you and the insurer's interests.

POTENTIAL CONSEQUENCES OF INDEPENDENT RESOLUTIONS

If you independently decide to resolve a situation monetarily or commit to a payment without consulting your insurance company, it can impact the reimbursement process. There's no guarantee that your insurance policy will cover or reimburse you for such payments. The policy is designed to operate within a framework of agreed-upon procedures to ensure fairness and accuracy in claims handling. Moreover, if there's a need for insurance coverage for a specific incident, it's vital to report the claim promptly. Waiting or attempting to handle the situation independently before involving the insurance company may jeopardize the claim's eligibility for coverage.

ENSURING FAIR AND ACCURATE CLAIMS HANDLING

Coterie Insurance understands the complexities of small business insurance and emphasizes the importance of timely and accurate claims reporting. When an incident occurs, it is crucial to initiate the claims process promptly. Coterie will then conduct a comprehensive investigation into coverage and liability. Our team of experts is dedicated to ensuring that your business insurance claim is handled fairly and accurately. By following the proper procedures and involving Coterie Claims in the process, you enhance the likelihood of a successful and reimbursable claim outcome.

KEY TAKEAWAYS FOR SMALL BUSINESS OWNERS: BE MINDFUL OF POLICY TERMS:

Understand the terms outlined in your insurance policy, especially those related to voluntary payments and obligations.

CONSULT BEFORE COMMITTING:

In situations requiring financial resolution, consult with your insurance company before independently committing to payments.

TIMELY CLAIMS REPORTING:

Report incidents promptly to your insurance provider to ensure eligibility for coverage.

TRUST COTERIE CLAIMS

When in doubt or facing a potential claim, involve [Coterie Claims](#) early in the process for a thorough and accurate investigation.

Navigating insurance obligations is a vital aspect of safeguarding your small business. By being proactive and informed about misconceptions around claims, you can ensure that your business insurance claims are handled fairly, accurately, and in accordance with policy terms.

Contact your insurance agent to learn more.

This document is for illustrative purposes only and is not a contract. It is intended to provide a general overview of the program described. Please remember only the insurance policy can give actual terms, coverage, amounts, conditions and exclusions. Program availability and coverage are subject to individual underwriting criteria.

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