

[Date]

[Policyholder Name]

[Address Line 1]

[Address Line 2]

[City, State, Zip Code]

RE: Notice of Commercial Liability Claim

Claim Number: [Insert Claim Number]

Policy Number: [Insert Policy Number]

Date of Loss: [Insert Date]

Dear [Contact Name],

We have received notification regarding a potential liability claim against your business. To ensure a prompt and thorough investigation, please follow the procedures outlined below:

1. Document the Incident

Collect all internal reports, incident logs, and security camera footage related to the occurrence. Do not discard any physical evidence involved in the incident.

2. Provide Witness Information

Forward the names, addresses, and phone numbers of all employees and third parties who witnessed the event. Please include any written statements already obtained.

3. Forward Legal Correspondence

If you receive a Summons, Complaint, or any legal letter from an attorney, you must forward it to our claims office immediately. Do not attempt to respond to legal documents yourself.

4. Do Not Admit Liability

Please refrain from making statements regarding fault or offering settlements to the claimant. All discussions regarding liability should be handled by your assigned claims adjuster.

5. Submit Supporting Documents

Please send copies of the following if applicable:

- Signed contracts or service agreements related to the work performed.
- Photographs of the scene taken at the time of the incident.
- Equipment maintenance logs or inspection records.

Your assigned Claims Adjuster is [Adjuster Name], who can be reached at [Phone Number] or [Email Address]. Please reference your claim number in all communications.

Sincerely,

[Sender Name]

[Title]

[Insurance Company Name]