

Report a Claim

PACIF members: please report all claims as soon as possible. The sooner PACIF's claims representatives get involved, the more effectively we can apply our resources and the more quickly the claim can be processed.

Call 800-649-7915 immediately for claims involving **death, serious injury, large-scale damage, or high-stakes liability.** If appropriate, follow the instructions for filing a claim after office hours. In other cases, please use the correct online form, typing full descriptions in the form and attaching any related files.

All required information in the forms has been marked with a red asterisk. **Forms will not process without all required information, so please complete forms carefully.**

The PACIF Claims team is right here in Vermont, enacting the VLCT mission by:

- investigating claims thoroughly,
- arriving at accurate and fair resolutions,
- paying all legitimate claims promptly,
- keeping members apprised of each claim's status, and
- consulting with the member before any claim is settled or denied.

When you do have a claim, you can rely on our

- team of experienced claims representatives who manage every part of the process from initial investigation to final resolution and
- panel of expert defense attorneys who apply their expertise to resolving your case.

With PACIF, the claims process is transparent. We are real people really looking out for our members.

To learn more, please call our Claims division at 800-649-7915.



Auto Loss Notice

For damage to or caused by a municipally-owned road vehicle, including heavy equipment and fire trucks.

Please type complete information and descriptions into the form (even if the information is also in a file that you will attach).

First Report of Injury

Workers' Compensation, for employees who experience a work-related injury or illness.

By state law, employers must **report within 72 hours of learning** of a work-related injury or illness — sooner is better.

Late reporting can develop into significant long-term costs.

- The ill or injured employee should not fill in this form: the municipality's PACIF contact or other designated administrative staff member should do it with information from the employee's manager or supervisor.
- If possible, before an employee seeks medical attention, the supervisor should print and sign a [Workers' Comp "First Fill" prescription form](#) and give it to the employee. Then if the medical provider prescribes a medication right away, the employee can have it filled at a participating pharmacy without paying for it out of pocket.

IMPORTANT: First Report of Injury must always be filed online.

General Liability Loss Notice

For loss or potential loss due to slips/trips/falls by members of the public, sewer/water breaks, errors and omissions, lawsuits, employment practices, etc.



Please type complete information and descriptions into the form (even if the information is also in a file that you will attach).

Lawsuit/Complaint Notice

For new lawsuits, court papers, Human Rights Commission (HRC) complaints, or Equal Employment Opportunity Commission (EEOC) complaints.

Please upload only this category of files using the secure access provided.

Municipal Property Loss Notice

For damage to or loss of property including buildings and contents, mobile or portable equipment, and other property, through various means including theft and fraud.

Please type complete information and descriptions into the form (even if the information is also in a file that you will attach).

Auto Loss Notice

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