



**NOEMI PEREZ  
INSURANCE  
PARTNER**

nperez@np-insurance.com

787-602-3784

## Incident Management Protocols

**Customer Name:** \_\_\_\_\_

**Policy Number:** \_\_\_\_\_

**Effective Date:** \_\_\_\_\_

**Insurance Agent:** \_\_\_\_\_

As of February 16, 2018

**When any incident related to your policies occurs, the following procedure will be followed:**

### 1 Notification and Escalation Procedures during an emergency:

- Coordinate decision with NPI, if applicable
- Contact NPI Emergency number: 787-602-3784
- Be prepared to provide a telephone number where you can be reached

HOWEVER, if our representative is not available, contact his/her alternate as listed below:

Policy Number:

Primary Contact	Office Phone	Home Phone	Cell Phone
Alternate Contact	Office Phone	Home Phone	Cell Phone

### 2 Brief summary of your insurance coverage (Terms and conditions, limits, exceptions, etc):

### 3 Please provide a brief description of the incident:

- Name:
- Date and Time:
- Description:
- Please provide supporting documentation (photos, videos, etc.)

### 4 Please provide your contact information:

**Name:**

**Address:**

**Contact Numbers:**