



## Frequently Asked Questions

**Q: How do I contact the Loss Control department at FirstComp?**

**A:** You can contact the Loss Control department by phone, toll-free at (888) 500-3344, by fax at (866) 338-2667 or by email at [losscontrol@firstcomp.com](mailto:losscontrol@firstcomp.com).

**Q: What is loss control?**

**A:** Loss control assists business owners in the creation of a safe working environment for their employees and helps reduce the frequency and/or severity of injuries. This is accomplished by focusing on the prevention, reduction, or elimination of claims through safety and health activities.

**Q: What types of services are available?**

**A:** Our Loss Control department specializes in assisting policyholders with the development of safety and health programs tailored to their unique needs, including assessments, safety videos, regulatory program assistance, written safety programs, safety training materials, return-to-work programs, and newsletters. Many of these resources are available on the FirstComp website, [www.firstcomp.com](http://www.firstcomp.com), under the "Services" tab.

**Q: Is there a fee for loss control services?**

**A:** Loss control programs and designated services are available to FirstComp policyholders at no cost.

**Q: Do all FirstComp policyholders qualify for loss control services?**

**A:** A wide range of Loss Control services are available to FirstComp policyholders, regardless of class code, location or premium.

**Q: Does FirstComp conduct onsite safety assessments as part of their service?**

**A:** As part of our loss control services FirstComp conducts limited onsite safety assessments. However, safety and health assistance is available to all policyholders via telephone, toll-free (888) 500-3344 or by email at [losscontrol@firstcomp.com](mailto:losscontrol@firstcomp.com).

**Q: Does FirstComp Loss Control provide safety and health information to policyholders?**

**A:** Our Loss Control department publishes a quarterly newsletter that highlights current safety and health information. The newsletter is available on FirstComp's website, [www.firstcomp.com](http://www.firstcomp.com) under the services tab, or upon request from the Loss Control department.

**Q: How are Loss Control resources provided to policyholders?**

**A:** Experienced loss control staff provides FirstComp policyholders with valuable loss control services via telephone and email.

**Q: Does FirstComp provide safety videos?**

**A:** FirstComp has access to a large safety video lending library. Safety videos are available at no charge to FirstComp policyholders in VHS and DVD formats covering a wide range of topics with many available in both English and Spanish. For additional information, contact the Loss Control department by phone, toll-free at (888) 500-3344, by fax at (866) 338-2667 or by email at [losscontrol@firstcomp.com](mailto:losscontrol@firstcomp.com).