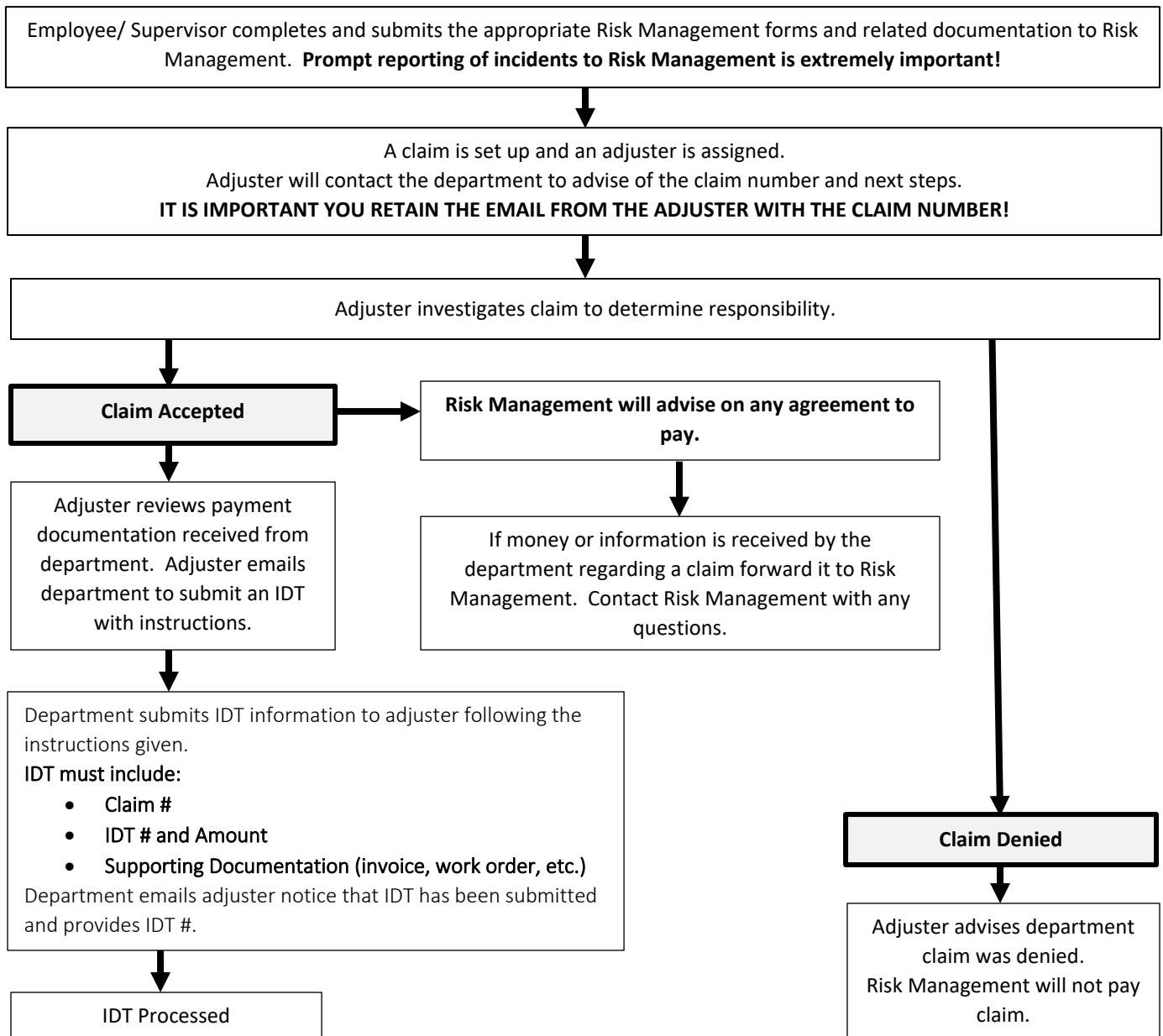




County of Henrico Department of Finance, Risk Management Division Supervisor's Guide to Claim Process

Risk Management Claims staff handle auto, general liability, and property claims for both General Government and Schools.

A detailed description of the accident and photographs provide valuable information to the adjuster during their investigation. If a claim is accepted, Risk Management will only pay for losses directly related to the incident. If a third-party individual is at fault for the incident, make sure to forward that information to Risk Management so that the adjuster can attempt to seek reimbursement.



Please call the Risk Management Division at 804-501-5661 with any questions.

For after-hours emergency assistance call the Risk Manager, Jeanetta Lee, at 804-382-4885.

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