

**STATEMENT GUIDE
SLIP AND FALL (SNOW OR ICE) - INSURED**

Opening

This is (name of adjuster) conducting a recorded interview ("in person" or "by telephone") with (name of person being interviewed) on (date of interview) concerning an incident which took place on (date of incident) at (location of incident).

Permission

1. Do you understand that this interview is being recorded?
2. Is it being recorded with your permission?

Identification

1. Would you state your full name, and spell your last name, please?
2. What is your date of birth?
3. What is your social security number?
4. What is your home address?
5. What is your home, cell, and work telephone numbers?
6. Are you single or married?
 - What is your spouse's name?

Employment

1. Are you employed?
2. What is the name, address, and telephone number of your employer?
3. What is your job title?
4. Who is your supervisor?
5. How long have you worked there?
6. What is the nature of your job?

Incident Date, Location & Weather

1. What was the date and time of the incident?
2. What were the weather conditions?
 - What was the temperature?
 - Describe the temperature and weather 24 to 48 prior to this incident occurring?

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3. Exactly where did the incident occur?
 - What type of lighting was in the area?
 - Was any maintenance needed to the area?
 - Was anyone aware that the area needed maintenance?
 - Who was aware of this?
4. What type of surface was the claimant on when this occurred?
5. Were there any conditions or objects which may have obstructed your view?

Incident Details

1. Tell me about the incident.
2. Describe any slopes or holes that were in the area where this occurred?
3. Where did the snow / ice come from that caused this incident?
 - If ice, what was the source of the ice?
 - Did it come from an air conditioning unit, downspout, or pipe?
 - Did you know anything about this leak?
 - How did you know about this?
 - Who told you about it?
 - If snow, when did the snow begin to fall in the area?
 - Was the incident area completely covered with snow at the time of this incident?
 - Was the snow light or packed?
4. Who is responsible for maintenance of the area where this incident occurred?
 - Who is responsible for snow or ice removal?
 - Who is responsible for waste removal?
 - Who is responsible for leaf removal?
5. Was any attempt to clear the snow made to the area?
 - Who made the attempt?
 - What did they do?
 - Was salt or sand applied to the area?
 - How and when was it applied?
 - How much was applied?
 - What brand was used?
 - When was the last attempt to clear this area done?
6. Have there been any recent repairs to the area?
 - What type of repairs were done?
 - Who performed these repairs?

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7. Do you rent this location?
 - What is the name, address, and telephone number of the landlord?
 - What are the terms of the lease?
 - Who is responsible for maintenance and repairs on the lease?

Witnesses

1. Were there any witnesses to this accident?
 - What are their names, addresses, and telephone numbers?
2. Where were they located when this incident occurred?

Police Investigation / Post Incident Discussions

1. Who investigated the incident? (City police, sheriff, or state patrol)
 - Was a police report filed?

Injuries & Lost Wages

1. Were anyone injured in this incident?
 - What type of injury did they have?
 - Were they treated in a hospital?
 - Which hospital? Where?
 - How long were they confined?
2. What were they wearing at the time of this incident?
 - What type of shoes did they have on at the time?
 - Were they wearing corrective lenses at the time of the incident?

Previous Incidents

1. Have you ever had any other type of incident like this one?
 - Explain the details of the incident.
 - When did it occur?
 - Where did it occur?
 - What type of injury did they receive?

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Closing

1. Is there anything you would like to add regarding this incident?
2. Have you understood all of the questions asked?
3. Is all of the information that you have given true to the best of your knowledge?
4. Do you understand that this interview has been recorded?
5. Was it recorded with your permission?

Thank you. This concludes our interview.