

# Large Claims Lessons Learned



## Line of Business: General Liability

### Topic: Slip and Fall Hazards

#### Claim scenario

An 86-year-old customer was visiting the dealership and tripped and fell on exposed conduit at the entrance of the service area. The conduit had been in place for two years prior to this incident and was less than an inch off the ground and covered with gray plastic sheathing. The dealer did not want to bury the conduit, as the floors had recently been refinished.

The claimant suffered a fractured shoulder and lost the use of the left arm due to significant complications.

The claimant brought forth a claim for \$24 million.

#### Financial impact

This claim may have a financial impact of up to **\$4,000,000**.



#### Lessons learned

1. Slip and fall hazards are always present at dealerships. In many cases, these exposures can appear to be small and are overlooked. These hazards continue to expose dealers to slip and fall claims and material claims settlements.
2. It is not only the injuries that drive these losses, but the extenuating circumstances that arise from these claims. This may include things such as pain, suffering, and complications from medical procedures.
3. Taking actions to eliminate these hazards, especially in high-traffic areas, can prevent future losses. If the slip and fall exposure cannot be eliminated, steps should be taken to reduce the likelihood of a slip and fall occurring.



#### Action needed to prevent this type of loss

- As part of a broader risk management approach, dealers should identify all slip and fall hazards on their premises.
- Train employees on how to identify and report risks.
- Regularly conduct walkthroughs of all areas of your dealership to identify any potential hazards.
- Eliminate or mitigate the identified hazards.
- Implement good housekeeping practices, including requesting that employees assess their surroundings for any potential slip, trip, or fall risk.
- Reduce slippery surfaces by mopping up wet surfaces, placing traction control rugs at entrances, and limiting access to areas prone to slick surfaces (service bay areas).



#### Loss prevention/Risk management resources

Zurich offers guidance and best practices for mitigating risks related to slip and fall hazards. Read our loss prevention bulletin, [Slip and fall hazards](#). Visit [Zurich Resilience Solutions' website](#) for additional hazard prevention techniques. Visit Zurich's [Automotive Dealer Resources](#) hub to access all of Zurich's loss prevention resources.

## Zurich

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