



Procedures to Follow if Problems Arise

The following is the protocol to follow if you have problems with your Workers' Compensation claim that are **LEGAL*** (Non-Contractual) problems. You should speak first speak with:

- Gallagher Bassett Claims Adjuster
- Gallagher Bassett Claims Adjuster Supervisor
- UAL Senior Staff Rep. Workers' Compensation: Dorothy Malone, 872-825-2207
email: Dorothy.Malone@united.com
- UAL Senior Manager Workers' Compensation: Dave Rickert, 872-825-9238
email: Dave.Rickert@united.com
- Gallagher Bassett - Assistant Manager: Mary Beth Tushner, 877-643-7516
email: Mary_Tushner@gbtpa.com
- Workers' Compensation Attorney (You must sign a release form to receive the AFA Suggested List of W/C Attorneys). If Claim is filed in Illinois she/he must be an Illinois W/C Attorney (or licensed to practice in the state of Illinois).

The following is the protocol to follow if you have problems with your Workers' Compensation claim that are **CONTRACTUAL**** problems. The Flight Attendant should first speak with:

- For Pay issues, restoration of S/L, and Vacation Pay: FAST team , 1-800-FLTLINE, option 4, option 3
- Employee Service Center – Operations Manager - Carlos Rivera 847-700-3298
email: Carlos.Rivera@united.com
- Base Administration Supervisor - (consult base directory)
- Base Manager - (consult base directory)
- UAL Senior Staff Rep. Workers' Compensation: Dorothy Malone, 872-825-2207
email: Dorothy.Malone@united.com
- UAL Senior Manager Workers' Compensation: Dave Rickert, 872-825-9238
email: Dave.Rickert@united.com

For Problems with **Gallagher Basset** contact United Senior Staff Rep. Workers' Compensation, Dorothy Malone (Dorothy.Malone@united.com) 872-825-2207.

For any other questions or concerns you can call your local **AFA Occupational Benefits Committee** Members or your local **AFA office** for guidance and assistance.

***Legal issues** are problems not part of the Flight Attendant Contract (CBA), such as acceptance of the claim, TTD calculations, payment of medical bills and TTD etc. Call your local OBC Member if there is a question as to whether it is a legal issue or not.

****Contractual issues** are those provided for by the Flight Attendant Contract (CBA), such as reimbursement of sick leave used before the claim was accepted, buy back of sick leave, vacation deferral, etc.

Gallagher Bassett Services, Inc.

Gallagher Bassett Service, Inc.
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Gallagher Bassett, Services Inc. administers United Airlines' Workers' Compensation Benefits. They make the determination if a claim is "compensable." They also issue the Workers' Compensation checks, and ensure that all related medical expenses from the injury are paid as well.