



## Hospitality

Hospitality is all about customer service and ensuring your guests have an experience that will keep them returning for years to come. However, if your employee suffers an injury from repetitive movements to back strains, you want an insurance carrier you can count on.

Our specialized industry expertise and proven track record means that we understand the unique risks and challenges of the hospitality industry.

- We have been a trusted partner for the hospitality industry since 1929.
- Relationships that go back more than 50 years.

When it's time to choose an insurance partner, you can count on our experience and knowledge to bring peace of mind and the protection you need.

### Industry Leading Services\*

We build relationships and deliver results through our high touch, local service model. We get to know you and the challenges you are facing in the hospitality industry. When we work together, you're not just a number, you're a valued business partner.

\*Available services will depend on your premium size and service needs.

### Loss Control

- Extensive risk management expertise in the hospitality industry
- Focus on identifying and mitigating risk exposures
- Program enhancement/development/loss analysis
- Facility assessments
- Supervisor / management training
- Hazard analysis and control
- Ergonomic evaluations
- Safety culture development
- Streaming safety videos
- Loss control resources

### Claims

- A full suite of in-house claims services
- Experienced claims adjusters averaging 15 years of experience
- Specialized claims expertise:
  - » Emphasis on communication with all parties
  - » Early intervention and establishment of treatment plans
  - » Focus on return to work with modified, alternate or transitional duty
- Workers' compensation focused attorneys and litigation experts who drive the best possible claims outcomes on files where the injured worker has retained an attorney
- Access to nurse case managers who manage medical expenses and identify opportunities for timely claims closures
- Zero Tolerance for Fraud

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**Founded in 1925, CopperPoint Insurance Companies is a western-based super regional commercial insurance company and a leading provider of workers' compensation and commercial insurance solutions.** With an expanded line of insurance products and a growing 10 state footprint in the western United States, CopperPoint is in a strong position to meet the evolving needs of our brokers, agents and customers.

The company has \$4.8 billion in total assets and an enterprise surplus of \$1.4 billion. The CopperPoint Family of Insurance Companies include CopperPoint, Alaska National and PacificComp. All companies are rated A (Excellent) by AM Best.