

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

- Gallagher Claims Representative  
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- Gallagher Claims Adjuster=s Supervisor  
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- Onboard Administrative Supervisor  
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- Workers= Compensation Service Rep., Dorothy Malone, 847-700-2207  
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- John Smolk, UAL Manager of Workers= Compensation, 847-700-7504  
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- Roberto Azcui, Gallagher Bassett Branch Manager, 877-643-7516 ext 201  
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- Workers= Compensation Attorney (Must sign a release to receive AFA list.)  
(If claim filed in Illinois s/he must be an Illinois attorney)

The following is the protocol to follow if you have problems with your Workers= Compensation claim that are **Contractual\*\*** problems. The F/A should first speak with:

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| Pay issues, Restoration of S/L, vacation pay<br>9<br>Service Center (S/C)<br>9<br>S/C Manager, Gary Ketchum WHQUN , 847-700-1458<br>Chandra Wilson WHQPZ, 847-700-2776<br>9<br>Dorothy Malone, Workers= Compensation Service Rep, 847-700-2207 | All other Contractual Issues contact:<br>9<br>Onboard Administration Team Supervisors<br>9<br>Domicile Manager<br>9<br>John Smolk, WHQHR, Mngr, WC Programs, 847-700-7405 |
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You should always understand that you can call the AFA Occupational Benefits Committee Members or your local AFA Office for guidance & assistance.

\*Legal issues are problems not part of the F/A contract such as acceptance of the claim, TTD calculation, payment of medical bills & TTD, etc. Call your local OBC member if there is a question as to whether it is a legal issue.

\*\*Contractual issues are those provided for by the F/A Agreement such as reimbursement of sick leave used before the claim was accepted, buy back of sick leave, vacation refunds, etc.