



Join Claims Experts for the Free Claims Management Workshop

Proudly Presented by Approach Management Services, the professionals who administer WLA's Retro Program

Gain vital tools and valuable information including:

- How to develop and implement an organized easily-accessible claims management system
- How to use your *Claims Management Manual* – a free and valuable resource that you will receive at the Workshop
- What steps to take if an employee files a claim
- How to fill out L&I forms and write letters
- How to handle problem claims and get employees back to work
- How to get answers from the Department of Labor & Industries
- Bring your 'red flag claims' for discussion

CHOOSE FROM:

Thursday, August 19, 2010, 9 a.m. to 3 p.m.
Special Combined Claims Management Workshop and Brain Trust!
Hilton Garden Inn, Cascade Room, 401 E. Yakima Ave, Yakima, 509-454-1111
Complimentary Breakfast and Lunch Provided!

Tuesday, September 21, 2010, 9 a.m. to 4 p.m.
Hotel Nexus, 2140 N. Northgate Way, Seattle, 206-365-0700
Complimentary Lunch Provided!

YES, RESERVE OUR PLACE AT THE FREE WLA RETRO PROGRAM CLAIMS MANAGEMENT WORKSHOP!

Check one:

- Yakima, Thursday, August 19, 2010, 9 a.m. until 3 p.m.
 Seattle, Tuesday, September 21, 2010, 9 a.m. until 4 p.m.

Name (s): _____

Company: _____

Phone: _____ Fax: _____

Email: _____

Workshops are free to WLA Retro Program members and those considering joining the Program. Annual attendance at a Claims Management Workshop is required for every business enrolled in WLA's Retro Program.

To reserve your space at the Claims Management Workshop, complete and fax this form to 206-306-1006 or email your reservation to info@WAlodging.org. Questions? Call Jennifer Gulbin, Group Lead for WLA's Group Retro Program, Approach Management Services, 360-252-3669.

WE LOOK FORWARD TO WELCOMING YOU!