

## **OVERVIEW OF THE OMBUDSMAN'S ROLE**

The Ombudsman's purpose is to prevent or limit disputes at the earliest possible time by aiding and counseling you regarding workers' compensation claims, complaints and inquiries. The Ombudsman is skilled in all workers' compensation matters and hired by the Trust at no cost to you.

Contact the Ombudsman by calling **(800) 320-2413**. Ask for the "Ombudsman from the Carpenters-Contractors Workers' Compensation Trust."

### **SUMMARY OF THE OMBUDSMAN'S ROLE**

1. Aid and counsel you regarding your claims, complaints and inquiries.
2. Explain to you the effect of the facts and law, such as telling you what realistic options you have in your situation.
3. Be a liaison between you and the insurance company.
4. Attend Informal Conciliation with you, if you request.
5. Help prevent or limit disputes before they grow into expensive litigation.

### **LIMITS TO THE OMBUDSMAN'S ROLE**

1. The Ombudsman is not your legal representative, which means the Ombudsman is not your personal attorney.
2. The Ombudsman will not continue in the process after you file an Arbitration Request; you may want to then hire an attorney for arbitration.
3. The Ombudsman will not discuss your situation with an attorney that you hire at any time.

### **CONFIDENTIAL COMMUNICATIONS**

Your statements to the Ombudsman are confidential and no statements made to or by the Ombudsman, regarding anyone, is admissible evidence at arbitration.

### **BENEFITS OF THE OMBUDSMAN**

1. You now have a new option with workers' compensation problems: using the Ombudsman's skill and power instead of needing to pay an attorney (at least before you file for arbitration.) It does not matter if the issue is small or large, the Ombudsman will help to resolve it.
2. Less chance of small problems growing into big problems; more chance of problems and disputes being resolved faster and cheaper for you.