



## **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
- 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 847-700-3296  
email: Carlos.RiveraTorres@united.com
- Base Administration Supervisor - (consult your base directory)
- Base Manager - (consult your base directory)
- UAL Senior Manager Workers' Compensation: Dave Rickert, 872-825-9238  
email: Dave.Rickert@united.com

For Problems with **Gallagher Basset** contact the United Senior Staff Rep. Workers' Compensation representative responsible for your location where u are based. You can find their names from the attached list on page 23 of this document.

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.

**UNITED**   
**WORKERS' COMPENSATION STAFF REPRESENTATIVES**

<p><b>Vernelle Carson</b> Senior Staff Representative</p> <p>United Airlines – IADSY PO Box 20200 Dulles International Airport Washington, DC 20041 USA Phone: 703-661-4825 Fax: 703-661-7652 E-Mail: Vernelle.Carson@united.com</p> <p><b>Locations:</b> NJ, VA, DC, MD, PA</p>	<p><b>Dorothy Malone</b> Senior Staff Representative</p> <p>United Airlines WHQSY Willis Tower 233 South Wacker Drive, 16<sup>th</sup> Floor Chicago, IL 60606 USA</p> <p>Phone: 872-825-2207 Fax: 872-825-0060 E-Mail: Dorothy.Malone@united.com</p> <p><b>Locations:</b> NY, <i>All Other States</i></p>
<p><b>Barry Jenkins</b> Senior Staff Representative</p> <p>United Airlines WHQSY Willis Tower 233 South Wacker Drive, 16<sup>th</sup> Floor Chicago, IL 60606 USA Phone: 872-825-3223 Fax: 872-825-0060 E-Mail: Barry.Jenkins@united.com</p> <p><b>Locations:</b> All “IL” Benefit State (Management; ALL Inflight <i>including</i> ORDSW); LAXSW</p>	<p><b>Stacey Walsted</b> Senior Staff Representative</p> <p>United Airlines WHQSY Willis Tower 233 South Wacker Drive 16<sup>th</sup> Floor Chicago, IL 60606</p> <p>Phone: 872-825-3865 Fax: 872-825-0060 E-Mail: Stacey.walsted@united.com</p> <p><b>Locations:</b> N. California (SFO, SMF); HI</p>
<p><b>Karen Parker</b> Senior Staff Representative</p> <p>United Airlines HQSWK 600 Jefferson St. Houston, TX 77002 USA Phone: 713-324-5361 Fax: 713-324-2631 E-Mail: Karen.Parker@united.com</p> <p><b>Locations:</b> TX, CO, FL</p>	<p><b>Linda Teague</b> Specialist– Workers Compensation &amp; Claims Resolut</p> <p>United Airlines WHQSY Willis Tower 233 South Wacker Drive, 16<sup>th</sup> Floor Chicago, IL 60606 USA</p> <p>Phone: 872-825-9586 Fax: 872-825-0060 E-Mail: Linda.Teague@united.com</p> <p><b>Locations:</b> All “IL” Benefit State (ALL Airport Ops; Pilots); S. California Airport Ops/Pilots (SNA; SAN; LAX)</p>

\*If an inflight claim is transferred to another benefit state, the staff representative assigned may change

## **Gallagher Bassett Services, Inc.**

Gallagher Bassett Service, Inc.  
Two Pierce Place  
Itasca, Illinois 60143-3141

Phone: 877-643-7516  
Fax: 877-643-7509

### **Assistant Branch Manager - UAL Claims**

Kathy Kec  
Phone: 847-273-3913  
Email: Kathy.Kec@gbtpa.com

### **Account Representatives for UAL**

Jennifer Meister  
Phone: 630-694-5366  
Fax: 866-958-1166  
Email: Jennifer\_Meister@gbtpa.com

Terri Dominick  
Phone: 630-285-3702  
Cell: 630-689-7093  
Fax: 866-763-6194  
Email: Terri\_Dominick@gbtpa.com

*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.*