

On the job Injury (OJI) - SJU Based Flight Attendants

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San Juan (SJU) Flight Attendants who encounter injuries which occur in Puerto Rico must follow the below On the Job Injury (OJI) procedures:

How to File an OJI in Puerto Rico

1. Report the Accident Immediately - If you are injured at work, notify your supervisor immediately. The manager or direct supervisor must complete Form CFSE 02-041 (CFSE-373), Employer Report, within 5 days. Once completed, the must submit the form to the OJI department via email - OJIFRONTIER@flyfrontier.com

2. Worker's Responsibility - Within 5 days of the accident, you must go to the CFSE regional office closest to your residence to file your claim. *Please see second page to find the directory of all regional offices.

3. Information You Must Provide - Be prepared to provide: employer's name, policy number (2317000639), personal details, job classification, pay information, days worked, accident details, witnesses, and supporting medical evidence.

4. Medical Treatment & Referral - Once your claim is filed, a CFSE doctor will determine whether you must take leave or if you can work while receiving treatment. Both you and your employer will receive notices by mail. In emergencies, seek care at the Industrial Hospital, a contracted clinic, or the nearest hospital.

5. Fraudulent Reports Are Prohibited - False or misleading injury reports are illegal and may result in fines or imprisonment.

Policy Number for all reports: 2317000639

For questions regarding the process please call: 1-844-765-4927

For injuries that occur in the mainland, Flight Attendants should follow standard OJI procedures - refer to the [On the Job Injury \(OJI\)](#) FACT article.