RISK strategies

CLAIMS ADVOCACY

NATURAL DISASTER EMERGENCY PREPAREDNESS CLAIMS KIT

Each year, natural disasters cause billions of dollars in damage and affect millions of people. Some disasters can strike with little or no warning and force people to evacuate their homes and businesses. The damage can be devastating in destroying houses, buildings, and neighborhoods. As an example, Hurricane IDA caused 36 billion dollars' worth of damage.

Many of these disasters knock out power and present challenges and obstacles and potentially force people to go without basic necessities.

One of the important steps to be prepared is to have a disaster emergency plan in place. You may not have time when an impending disaster is approaching.

It is also important to know the proper steps to take in the event you encounter a property claim.

Property Claims Instructions

- Take photographs and/or videos of the damage.
- Arrange to cover any exposed areas to avoid further loss and possible injury.
- Make emergency repairs in order to mitigate damages and protect property from further damage.
- Do not make permanent repairs until an adjuster had inspected the damage.
- Separate damaged from undamaged property.
- Do not discard any damaged or destroyed property until an insurance adjuster has the opportunity to inspect.
- Retain any items that caused the damage such as a frozen pipe or sprinkler head, if applicable.
- Contact a remediation company to extract water and bring in drying equipment (dehumidifiers, air blowers, etc.) to dry out affected areas.
- Notify local authorities in case of theft, robbery or vandalism and request a copy of the report.
- An adjuster may request additional information.

Documents Needed for a Claim

- Copy of emergency services invoices.
- Obtain and submit detailed itemized repair estimates for the damages sustained to building property.
- Obtain and submit detailed itemized repair or replacement estimates for damaged or destroyed personal property.
- Keep a spreadsheet or accounting of all claim-related expenses and list items damaged or destroyed, quantity, description and cost.
- Attach bills, receipts, estimates, proposals and related documents to substantiate costs.
- A copy of the bylaws/proprietary lease/rental agreement if for a condominium, cooperative or rental.

If there is a business interruption loss, here are some of the required documents that may be needed to substantiate a business income Loss:

- P&L's (Profit and Loss statements)
- Sales and Production Records
- Purchase Orders
- Invoices
- Payment Records – credit card statements, cancelled checks
- Payroll Records
- Budgets and Historical Information
- Tax Returns
- Leases
- Rent rolls
- Contracts and Agreements
- Mitigation Costs
- Extra Expenses

Adjustment Process

- An insurance adjuster will reach out once the claim is setup and assigned. This usually happens within 2 business days or sooner.
- Please call your Risk Strategies representative if you have not been contacted within that timeframe or if you need assistance making contact with a Restoration company.
- Please note the adjusters name, contact information and claim number.
- An adjuster will make arrangements to inspect damages.
- If the damages are substantial, an adjuster may assign a building consultant to prepare a scope of damages and cost analysis estimate.
- The repair or replacement proposals along with any bills, invoices and receipts will be submitted to the adjuster for their review.
- Be prepared to provide additional information as requested by an insurance company adjuster or representative.
- If the damages are significant, a request for an advance can be made to the insurance carrier once coverage is confirmed.
- If there is a discrepancy between the estimates, the variances can be identified and discussed in an attempt to get an agreed price for repairs.
- An adjuster will present a settlement offer, net of your deductible.
- The insurance carrier may require a proof of loss form to be signed, notarized and returned prior to issuing settlement checks.

If your circumstances change because of the loss (i.e. relocation or temporary housing of office space, etc.) please let us know so this can be discussed with the insurance adjuster.

Important Insurance Policy Information

	Policy #	Primary Contact Name	Contact Email	Cell Phone	Claims Reporting Phone/Email
Insurance Broker					
Property Insurance Carrier					
Flood Insurance Carrier					
Additional Insurance Carrier (ex. Wind)					

Claim Reporting Details

	Details/Description
Address of Loss	
Date of Loss	
Description of Loss	
Description of Damage	
Primary Contact for Loss	
Primary Contact Email Address / Phone Number	
Claim Adjuster Assigned	
Claim Adjuster Cell Number /Email Address	
Claim/Reference Number	

Additional Resources

Resource	Emergency Contact Number	Website/Email Address
Police/Fire/Ambulance	911	
Hospital		
American Red Cross		
Consumer Assistance Hotline		
Poison Control		
Animal Control		
FEMA	800-621-3362	
Restoration Company*		
Electric Company		
Gas Company		
Plumbing Company		
Fire Protection Company		
Fire Alarm Company		
Other:		

*Please contact the Risk Strategies Loss Control or Claims Department if you need recommendations for Restoration Companies.

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