

When Disaster Strikes – Preparing Your Claim, Documenting Your Losses and Satisfying Your Deductibles

Micah Skidmore
Haynes and Boone, LLP

Effective First-Party Claim Execution

- Preparing for Disaster
- Best Practices in Claims Management
- Claims Post-Mortem



Contingency Planning

- Prepare incident response or business continuity plans
 - Natural Disaster
 - Workplace violence/employee crime
 - Network security/data breach



Contingency Planning

- Develop/train cross-disciplinary team
 - Risk management
 - Legal
 - Finance/accounting
 - Communications



Contingency Planning

- Evaluate potential losses
 - MFL/PML
- Update property/BI valuations



Policy Review

- Limits for PD/BI
- Deductibles/SIR/Co-insurance
- Indemnity period
- Supplementary coverages
- Exclusions



Policy Review

- Claims process
 - Notice
 - Proof of loss
 - Contractual limitations
 - Appraisal





Claim Execution: First 72 Hours

- Loss mitigation
 - Initiate response plans
 - Property damage/business interruption
 - Sue & labor coverage

72
HOURS

Claim Execution: First 72 Hours

- Communication protocol
 - Internal controls/privilege
 - Capture expenses
 - Notice to insurers
 - Coordinate with third parties



Claim Execution: Long Term

- Advancements on PD/BI loss
 - Anticipate loss payee interests
- Proof of loss/statement of loss
 - Ramp-up deduction for delay in completion claims



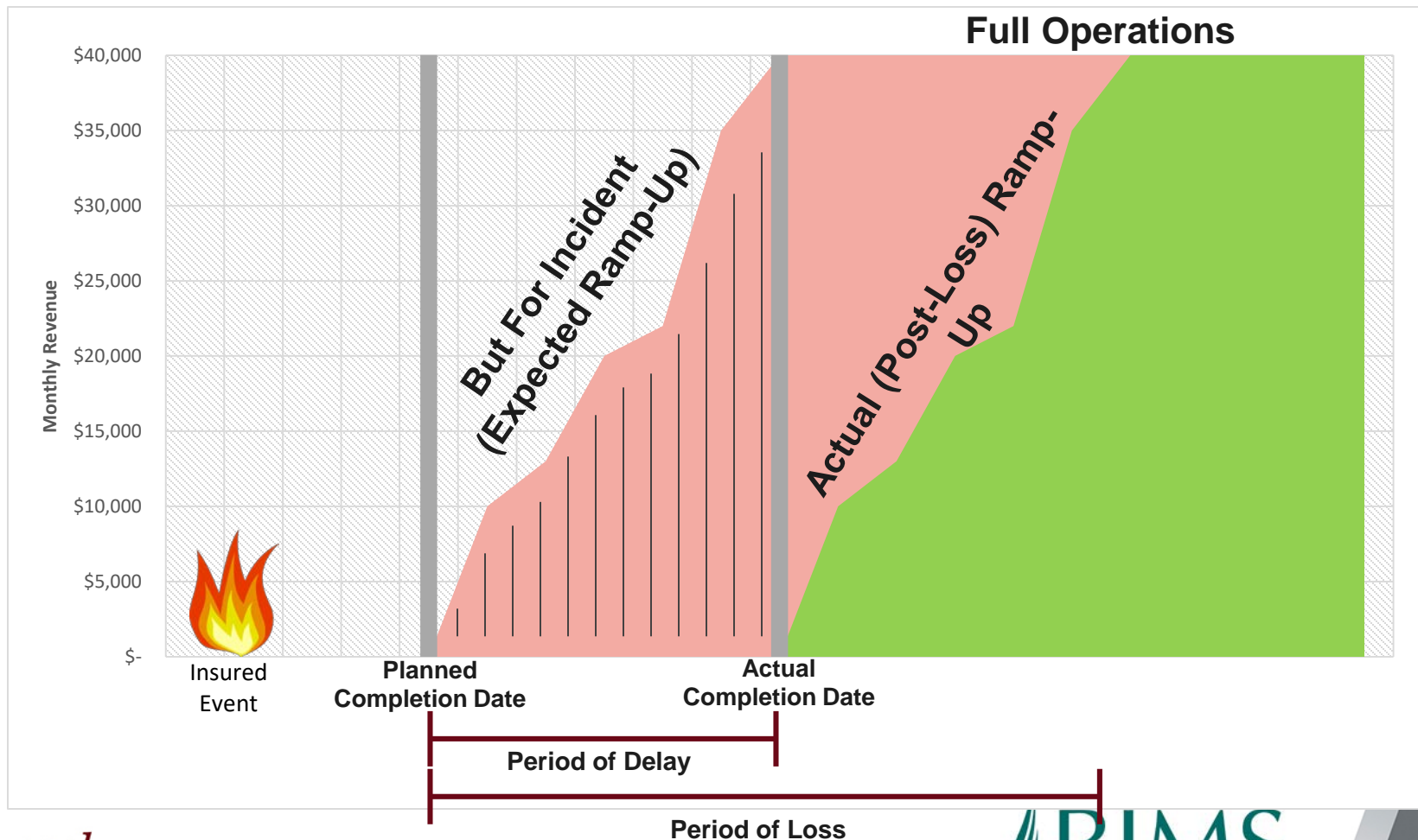
Claim Execution: Long Term

Actual Post-Loss Performance



Delay Period – Incomplete Measurement of Loss

Actual Loss



Claim Execution: Long Term

- Document supplementary coverages
 - Physical “loss” and “damage”
 - Professional fees
 - Increased cost of construction/civil authority



Claim Execution: Long Term

- Reinforce communication channels
 - Insurers
 - Adjusters
 - Experts





Claim Execution: Pitfalls

- Claims within SIR/deductible
- Timeliness v. accuracy in communication
- Last minute requests for advances
- Pursuing responsible third-parties
- Failure to replace/replace insured property
 - Deduction for depreciation on partial repair?

Deductibles/SIRs/Co-Insurance

- Calculating self-insured loss
 - Fixed
 - Percentage of value
 - Waiting period
- How many deductibles/SIRs owed?
- Maintain current valuations to avoid coinsurance penalties



Claims Post-Mortem

- Update response/continuity plans
- Re-evaluate policy terms/limits
- Provide feedback to internal/external teams
- Review communications protocol
- Identify other lessons learned





Questions

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