

CLAIM PREPARATION MANUAL AND CHECKLIST

After a property loss occurs please contact XXX immediately. The first notice email should be reported to:

XXX Company and XXX Individuals

The First Loss Notice Should Include:

- **Date of Loss:**
- **Description of the Incident:**
- **Loss Location Address:**
- **Corporate Address of Insured:**
- **Insured Corporation Contact:**
- **Insured Location Contact:**
- **Estimate of Damage:**
- **Business Interruption Impact:**

Account Adjuster: Your losses are adjusted by independent account adjuster XXXX with XXX Company . His or Her contact information is as follows:

STEPS TO TAKE IMMEDIATELY FOLLOWING A LOSS

- Report the claim to XXXX and XXX insurance company.
- Restore fire protection.
- Take immediate action to minimize the loss.
- Protect undamaged property from loss.
- Implement means of capturing all expenses.
- Consult contractors for an initial estimate of the scope and cost of repairs.
- Define plans as to reopening the location and under what conditions.
- Identify temporary measures needed to resume operations and the associated extraordinary expenses that are incurred.
- Take photographs of the damage.
- Appoint one person to represent your company with the adjuster.
- Set up clear lines of communication with the adjuster and ensure that all personnel understand the functions of the adjuster, experts, brokers, *etc.*

INTRODUCTION

After a major loss occurs, the primary focus of management is to restore normal operations as soon as possible. However, a major loss triggers a series of business transactions that will have to be documented. A key among them is your insurance claim.

This manual was prepared to assist you with the documenting and managing your claim and facilitating the settlement process.

Segregate Charges

Assign one special work order code to the loss to which all costs can be charged. Specific items should be grouped into one of the following categories with as many sub accounts as needed:

- Cleanup
- Debris Removal
- Protection and Preservation of Property
- Buildings and Structures
- Machinery and Equipment
- Furniture, Fixtures and Supplies
- Property of Customers and Employees
- Excess Operating Costs:
 - to mitigate earnings losses
 - to operate as normally as possible

Provide Good Descriptions

Descriptions of work performed, services purchased or materials consumed help the insurance adjuster visualize and evaluate the claim. Two types of descriptions are needed: general descriptions of work orders or cost centers used to gather claimable costs, and specific descriptions of individual costs being claimed. Work order descriptions contained in authorization materials or periodic summaries are usually adequate. Descriptions of in-house labor charges may have to be prepared separately by supervisors or department heads. If so, a system should be developed early to provide the necessary detail. Descriptions of contractor charges and supplier invoices can usually be obtained from purchasing documentation.

Gather Supporting Documentation

The claim presentation should include worksheet summaries and 100% documentation and support for all claimed items. To do so, it is necessary to

gather and segregate source documents **at the time they are processed** to eliminate duplication of effort.

CONCLUSION

The final claim presentation represents the culmination of many hours of hard work, strategy and negotiation. Differences of opinion between you and the adjuster may occur, and all claims are not covered.