



**Lessons Learned from Losses
September 2013**

Property Damage Claim Pointers

It's that time of year again. With the impending storm season, we thought it timely to reissue the following recommendations:

- **REPORT THE CLAIM AS SOON AS POSSIBLE**

Even non-emergency claims should be reported at the first possible opportunity. This enables the proper protection of the damaged and undamaged property involved in the loss. Quick reporting can assist in preserving any evidence that may exist which could be helpful in determining causation and with subrogation efforts.

- **PROVIDE AS MUCH INFORMATION AT THE OUTSET OF THE CLAIM**

For example, knowing where a car is located and whether it is accruing storage (\$35.00-\$50.00/day or more) can be a crucial piece of information in order to keep costs down and assist with subrogation recovery with carriers who are looking for ways *not* to pay for their share of the damages. We are trying to avoid giving carriers any reasons not to pay the JIF 100% of owed damages.

- **CATASTROPHIC CLAIMS:**

In the event of a catastrophic loss, the need for quick reporting becomes more obvious. However, we have seen many examples of claims that did not get reported to us in a timely manner.

We recommend you:

1. Secure the property involved considering the safety of employees, residents, etc.
2. Contact Qual-Lynx so that we can dispatch emergency services providers on scene in order to prevent further damages or to help secure a building by doing things such as boarding windows/openings or extracting water.
3. In the event of something catastrophic and widespread, such as Superstorm Sandy, contact FEMA no matter how small the claim may be.
 - First report the claim to Qual-Lynx for insurance considerations. FEMA will require this of you as well. FEMA will not pay anything on a claim until they know what insurance proceeds (payments), if any, an entity will or has received. Where

- insurance is available, they will require a formal denial of coverage from the insurance “carrier”.
- An important point in dealing with FEMA is what FEMA calls “mitigation.” It means that FEMA will pay an amount to an insured up to or equal to the damage amounts from the claim itself for prevention of a recurring claim. For example, one public entity client sustained \$50,000.00 in damages to its basement offices. FEMA paid them an amount almost equal to that \$50,000.00 for the installation of a French drainage system around this building that will drain the water away from the building in the future instead of this water ending up back in the basement.
 - **WHEN CLAIMS ARE NOT REPORTED TIMELY.** The following is an example of what happens when a claims is not reported timely.
 - A fire truck was left idling at a fire scene. The compressor for the foam system was not engaged. This compressor suddenly started smoking on its own so the driver shut the vehicle down and disconnected the foam system so the fire truck could be driven back to the fire house. The firefighters did nothing wrong and did not engage the system. This example involved a four year old fire truck that was taken back to the dealer for repairs. It was assumed by the insured that the dealer would simply complete the repairs under warranty and return the truck without any charges. The repairs were completed and the insured was charged **\$12,000.00** for these repairs. After going back and forth with the dealer (dealer says wear and tear and the insured says defect), the insured gained no satisfaction with the dealer. At this point the member reported the claim to Qual-Lynx. It was difficult for us to determine exactly what we should we paid to the insured since the repairs had been completed and damaged parts had been discarded. Additionally, because of the late report to us, we found it impossible to secure any subrogation proceeds against the responsible entities since no inspection of the damaged parts was able to be completed by anyone on behalf of the JIF *prior to the repairs*. Ultimately, the late report prevented any chance at a successful subrogation recovery. Qual-Lynx aggressively pursues subrogation and has been very successful in recouping significant dollars on behalf of the JIFS.
 - The bottom line to this “Lessons Learned from Losses” prompt claim reporting with as many facts as possible helps us to provide a speedy claim resolution. The damage has already happened, but it should not be made worse due to a late report. This is important in *all* claims, not just the large claims.

- **QUAL-LYNX PROPERTY CONTACT INFORMATION**

**24 HOUR EMERGENCY PROPERTY/CATASTROPHIC CLAIMS
TELEPHONE NUMBERS:
Cell (609) 287-8569 • Beeper (609)-569-6444**

WE STRONGLY RECOMMEND THAT YOU ADD THIS IMPORTANT PROPERTY REPORTING TELEPHONE NUMBERS TO YOUR CELL PHONE CONTACTS IN THE EVENT OF A LOSS OF ELECTRICITY TO YOUR BUILDING OR COMPUTER.

Report all Property claims (Building, Contents, Equipment & Vehicles) to:

Christopher Roselli, Property Claims Supervisor Ext. 2037

E-mail: croselli@qual-lynx.com 3192

Fax Number: 609-601-3192

Cell Phone: 609-287-8569

<u>Adjusters:</u>	Ext.	Fax	Email
Christopher Roselli	2037	609-601-3192	croselli@qual-lynx.com
Joseph Lisciandri	2045	609-601-3192	jlisciandri@qual-lynx.com
Eileen Stasuk	2023	609-601-3193	estasuk@qual-lynx.com
Doris Moore	2067	609-601-3194	dmoore@qual-lynx.com
Mary Jane Brennan	2302	609-601-3160	mbrennan@qual-lynx.com
Joseph Acampora	2102	609-601-3192	jacampora@qual-lynx.com

Please provide a contact name and telephone number, with location of damaged property when reporting claim for prompt investigation, estimate and/or appraisal.

