



September 2013 (revised February 2017)

Property Damage Claim Pointers

- **REPORT ALL CLAIMS 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 AS POSSIBLE**

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, FEMA will require a formal denial of coverage from the insurance carrier who is the JIF.

- 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 and taken back to the dealer for repair. The firefighters did cause the damage as they had not engaged the system. They assumed the damage would be covered under warranty and did not file a claim with their JIF.

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. The fire company went back and forth with the dealer over whether or not the damage was due to normal wear and tear or due to defective equipment the answer to which will determine if the damage is insurable. The dealer would not budge. At this point the member reported the claim to their JIF through Qual-Lynx. Because of the late reporting we had no opportunity to investigate and document the issue. If we had been called right away we would have accepted the claim as insurable, conducted a thorough investigation, likely have been able to prove the damage was due to defective equipment, paid for the repairs and subrogated against the manufacturer and seller to recover the cost of repair due to the defective equipment. Instead we had a very difficult time adjusting the claim with our member fire company and were never able to subrogate because we couldn't determine what caused the damage to begin since the repairs had been completed and damaged parts had been discarded. Ultimately, the late report prevented any chance at a successful subrogation recovery.

- The lesson learned from this loss is that prompt claim reporting with as many facts as possible helps us to provide a speedy claim resolution and aggressively pursue subrogation recoveries every time it is possible. The damage has already happened and it will cost what it will cost to repair, but late reporting can increase the cost by preventing subrogation. This applies to all property claims, not just the large claims.

QUAL-LYNX PROPERTY CONTACT INFORMATION

**24 HOUR EMERGENCY PROPERTY/CATASTROPHIC CLAIMS
TELEPHONE NUMBERS:
Cell (609) 402-5218**

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:

Qual-Lynx General Telephone Number: 609-653-8400

Joseph Lisciandri, Property Claims Supervisor Ext. 3237

E-mail: jlisciandri@qual-lynx.com

Cell Phone: 609-402-5218

Fax Number: 609-601-3192

<u>Adjusters:</u>	Ext.	Fax	Email
Eileen Stasuk	2023	609-601-3193	estasuk@qual-lynx.com
Doris Moore	2067	609-601-3194	dmoore@qual-lynx.com
Jim Mercanto	2102	609-601-3160	jmercanto@qual-lynx.com

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