



# ADJUSTERS INTERNATIONAL

The *right* way to settle claims®

When preparing a claim to a recycling facility, there are many factors that need to be taken into consideration. To help you navigate the process, we have put together several talking points for you to review. Having a full understanding of each of the below bullet points is crucial to documenting, filing, and successfully settling your insurance claim. If any of these questions give you pause, please feel free to reach out to us for a no-cost discussion about your claim.

- How can you continue to intake new material? Can it be staged elsewhere pending resumption of partial or total operations?
- Hazardous materials recycling. Can anyone else process the material so you can keep your customers? If not, can they be stored pending partial or total resumption of operations?
- Precious metals. How to quantify quantities in the debris.
- What is your broker/agent's role?
  - Will he/she be adjusting the claim?
  - How many claims has he/she handled?
  - Will his/her role be active or passive?
  - When faced with supporting your position or the insurance company's, where will he/she stand?
- Replacing versus repairing processing lines. Pros and cons
- Increased efficiency and productivity with new equipment. Does the insurance company get a "credit?"
- Temporary production in other owned or non-owned locations? What happens at the end of your claim?
- How do the smoke and the water used to fight the fire affect your machinery and equipment?
- Stock in the yard. How far from the building is coverage afforded. Measured from where?
- Valuation of raw materials. Work In progress. Finished goods. Methodologies employed.
- Is there coinsurance in your policy?
  - If there is, what does it mean?
  - If there is, did your insurance adjuster tell you? If not, why not?
  - How is coinsurance calculated on replacement cost? On Actual cash value?
  - Properly managing coinsurance can prevent disaster. Not properly managing coinsurance can put you out of business!
- Frequently insurance companies use independent building and equipment consultants to prepare bids? Who are these consultants? Who are they working for? Do they only work for insurance companies? Why this should be a red flag

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- Code Upgrade coverage is very important when rebuilding after a fire. How does your coverage address code coverage? If your coverage is limited, is there anything you can do about it?
- The insurance company is engaging a forensic accountant.
  - What is his/her role?
  - Why can't you just have your accountant prepare your claim?
  - What is the harm in sharing your financial statements?
  - Are you required to produce your tax returns?
  - Can you recast your financial statements? If so, why? How?
- What are expediting expenses? How do they differ from extra expenses?
- What are extra expenses? What can be included?
- How do you project lost sales? What about new technologies? Sales declines?
- Debris removal can be a tricky issue. What if you are the only licensed facility in the area that can handle your waste stream?

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