



ADJUSTERS INTERNATIONAL

The *right* way to settle claims®

When filing a business insurance claim, 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.

General

- Are you entitled to an advance from the insurance company? What is reasonable?
- What is your broker or 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?
- Is there coinsurance in your policy? Properly managing coinsurance can prevent disaster. Not properly managing coinsurance can put you out of business!
 - 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 or actual cash value?
- What is the difference between a schedule of values and a schedule of coverages?
- How is the deductible applied?
- If you have multiple policies, how is the claim adjusted?
- Does the insurance company pay for professionals necessary to evaluate your claim?
- Are you familiar with the forms/practices below and what their request/issuance is telescoping?
 - Request for a Proof of Loss.
 - Reservation of Rights letter.
 - Request for an Examination Under Oath.
 - A Subrogation Agreement.
 - A Salvage Agreement.

Buildings & Equipment

- Is the insurance company using an independent building or equipment consultant to prepare a bid? Who are these consultants? Who are they working for? Do they only work for insurance companies?
- How is actual cash value determined? Why should you care?

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- Is it always beneficial for your building/property to be considered a “total loss?” If not, why not?

Buildings

- How quickly can you get started rebuilding?
- Replacement properties. Lease purchase strategy. Is it good for you?
- Replacing your building versus cashing out. What are the benefits? The pitfalls?
- Do you have to replace on the same site? Can you buy or build elsewhere?
- Can you collect code coverage allowances if you build elsewhere?
- Asbestos and lead containing materials can have a major impact on your claim. Are you aware of how to properly address these in order to avoid future liability issues?
 - Hazardous materials such as asbestos and lead can be expensive to address.
 - You want to make sure your insurance carrier does not cut corners when addressing this issue.
- Can you do the repairs yourself?
 - Are you entitled to the profit that a contractor would typically charge?
 - Are you entitled to the overhead that a contractor would typically charge?
- Will the insurance company pay for a construction manager?
- Warranties and Protective Safeguard requirements. What do they mean? Can you still collect if you are not in full compliance?
- Code Upgrade coverage is very important when rebuilding after a fire. How does your coverage address code coverage? Green building upgrades? If your coverage is limited, is there anything you can do about it?

Equipment & Stock

- Equipment warranties: How do repairs affect them? Do repairs shorten the anticipated life of your machinery? Can you get compensated?
- Peak season endorsements and/or extensions. How do they really work?
- Salvage. Who gets paid? Who gets the salvage?
- Is there coverage for your employees’ personal property?
- Is there coverage for your customers’ property?

Business Interruption & Extra Expense

- What happens when the insurance company engages a forensic accountant?
 - What is his/her role?
 - Why can’t your accountant just 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?
- Have you developed a game plan that allows your business to partially resume at another location? Will the insurance company indemnify you for the cost of the move and any additional expenses to outfit the new location?

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- 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 products? Sales declines?

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