



ADJUSTERS INTERNATIONAL

The *right* way to settle claims®

When filing a multi-family complex 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.

- Can tenants stay in the undamaged units? Liability issues may make this a dangerous idea.
- If you place displaced tenants in undamaged units, how does it affect your rents claim?
- Your loss of rents claim is more than just submitting lease agreements. Why?
- 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!
- Replacement properties. Lease purchase strategy. Is it good for you?
- 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.
- Is it always beneficial for your building/property to be considered a “total loss?” If not, why not?
- Does your policy pay for removal of your tenants’ personal property? Disposal of your tenants’ property? Storage of your tenants’ property?
- Are relocation expenses for Section 8 Housing tenants covered?
- Are relocation expenses for HUD tenants covered?
- Are your continuing property management fees covered?
- Frequently insurance companies use independent building 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.
- 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?

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- In a condominium, where does the unit owner's interest end and the HOA's interest begin?
- What does Title 24 and handicap access mean to you and your claim?
- 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?
 - What is his/her background in construction?
 - When faced with supporting your position or the insurance company's, where will he/she stand?

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