

WHAT WE LEARNED FROM THE 2017 HURRICANE SEASON

The physical damages were only the beginning of the disaster



Wind-Driven Rain, Wind Created Opening, and Hurricanes. What's the difference?

Trending towards the top of anti-consumer claims handling is the assertion that the prolific interior water damage from Hurricane Irma is not covered. In fact, we are finding that engineers and even contractors have adopted this new phrase and are incorporating it into their reports. Unfortunately, this new phrase has negative implications and may result in wrongful denials and/or delays in claims. The truth is, had it not been for the Hurricane, there would not have been wind and there would not have been water in the building. Moreover, if the building envelope had not failed during the storm, the water would not have entered the property. In some cases, we are finding debris, such as sand, inside the property contributing to the damages caused by the storm. Understand that in most cases it was simply not wind that "drove" rain into the property, but a failure of the building envelope at the window and door assemblies caused by Hurricane Irma. Unfortunately, in multi-story properties it's difficult and costly to inspect the integrity of the window and door frames, waterproofing, stucco, and other cladding to identify the storm damage. However, the results of these inspections could easily account for significant increases in the scope and value of your loss.

Always Below Deductible, So What is the Point?

If you haven't engaged the services of a trained insurance expert or a public adjuster, you really don't know the full amount and extent of your damages. Also, the deductible may not even apply due to ambiguous language. We have had several insurance companies take conflicting approaches to the application of deductibles on several properties with similar policies. This is a clear indication that not even the insurance company knows how the deductible should apply. So, how could you know how to apply it? Any experienced insurance professional that has handled storm claims, knows that we are just in the beginning of a really long process. The claims process has been further complicated and slowed by other major events like Harvey, Maria and the fires in California. As the seasons pass, the buildings will go through physical changes that will further exacerbate storm damage leading to supplemental

claims. If a building has sustained any damages, provide prompt notice to the insurance company and continue to monitor the issues through the next few seasons (up to two years). Increases in maintenance of mechanical systems, interior repairs, or issues with windows and doors frequently appear many weeks, if not months after a major storm.

Flood Insurance Paradox

Probably one of the most confusing conversations to have with an insurance professional is what is or isn't covered by flood. Is it Pre- or Post-firm? When were the elevators installed? How high was the flood line? Were the mitigation rates on par with the industry? Are your bills itemized enough to get paid? Did you submit a Proof of Loss? How do I dispute what was paid? Is your elevation certificate correct? The list is long and continues to grow as do the number of policy changes we see from storm season to season. It is a best business practice to make sure that your flood elevation certificate is correct and to know the age of your building and the elevators. Also, familiarize yourself with the standard commercial NFIP policy, which is available on the internet and downloadable in a PDF format. If you are still confused and need assistance, retain a licensed public adjuster to assist you with supplementing your claim.

Mechanical Failures Are Not Always Storm Related

In nearly every storm, high winds and/or flying debris will cause a loss of power. As the power fluctuates on and off, and lightning strikes are more frequent, mechanical systems may fail days, if not weeks, after a storm passes. It is extremely important to document the date the failure or surge occurred, which led to the accident or failure of your system. If the system did not fail or the accident did not occur on the date of the storm, then more than likely, these damages are not storm related. Therefore, the hurricane or windstorm deductible does not apply and most often, your equipment breakdown or boiler machinery policy will cover the damages. Pay close attention to vendor contracts and agreements to ensure that the date and cause of the loss are accurately recorded.

PREPARATION & TIPS FOR 2018

We are committed to our Mission.

Nearly every Association and business owner is concerned for this current hurricane season. Already, several systems have developed in the Atlantic and Gulf of Mexico. Record rains of soaked areas of the east coast saturating the ground leading to frequent flash flooding warnings. For Associations, calendar deductibles have expired and the amount resets, meaning it will be another year of high deductibles and low returns

CLAIMS ADVOCATE

Insurance Information You Can Use



on insurance, which leads to high out of pocket expenses to fix damages. More than ever, it's important that Associations and business owners properly collect information and document their damages sustained from the 2017 storm season. Make all repairs to physical property and ensure that your incurred expenses are well documented with paperwork and photographs. This will help differentiate between those damages caused by the storms of 2017 and those that may hit in 2018. Storing this documentation and information in a secured place that is readily accessible is important to an expedited claims process in 2018. Expect insurance companies to allege pre-existing damages led to damages in 2018 despite their best efforts to claim the same in 2017. How do you end the cycle? We recommend signing up for GlobalPro's Preferred Client Services program; see below information.

PREFERRED CLIENT SERVICES™

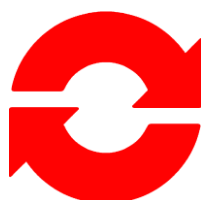
Ready. Recover. Rebuild.™

Whether you are concerned about your home, business, or association, GlobalPro is on your side. It is this commitment that led to the creation of the Preferred Vendor Program – a service from GlobalPro Recovery. The best way to utilize the GlobalPro professional services begins with advance planning and preparation. By joining the Preferred Vendor Program, you can receive assistance with that preparation process – as well as other benefits to help safeguard yourself, your business or association. Take advantage of the many benefits of membership and give your Association piece of mind, you deserve it.



READY

An essential component of our pre-loss program is the development of a disaster response plan.



RECOVER

In the event of a loss, an insurance claim needs to be properly filed, documented and managed.



REBUILD

A PCS team member will serve as the construction manager or owner's representative as soon as the loss has occurred.

**For more information, visit us online at:
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