

HB 7065 Assignment of Benefits: *Metrics Update*

Jay Adams

Chief Claims Officer





AOB Metrics Executive Dashboard

AOB Metrics Executive Dashboard

Last Updated
Monday, November 11, 2019

AOB Matters Created

2,113

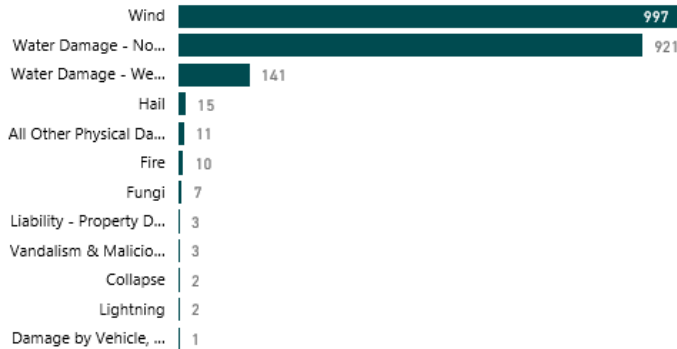
AOB Invoice Amount

\$14.11M

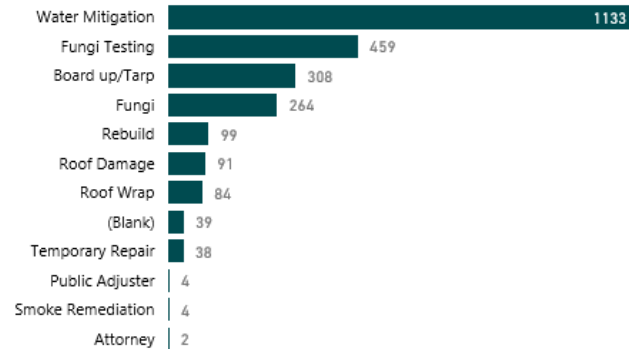
AOB Matters Created

- Pre-July 1st
925
- Compliant
691
- Non-Compliant
408
- Still In Review
60
- Pre-Suit (NOI Still In Review)
28
- Rescinded
1

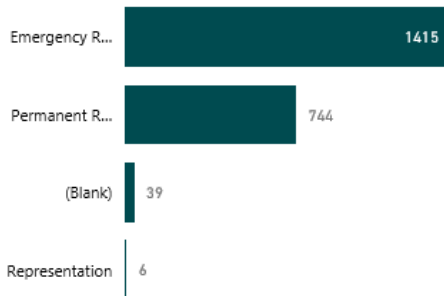
Cause of Loss



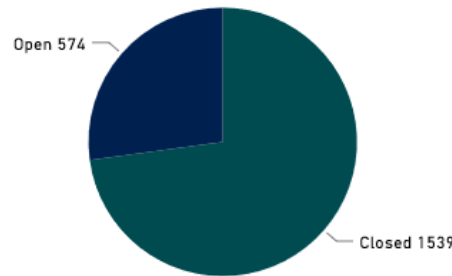
Type of Work



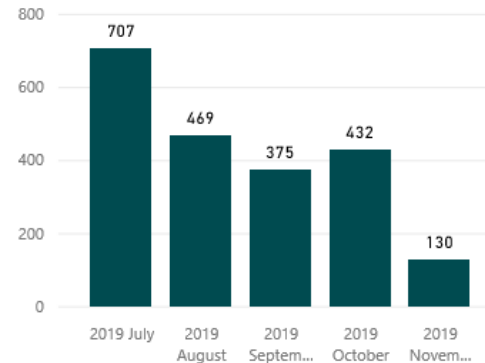
Scope of Work



AOB Matters by Status



AOB Matters by Month



AOB Matter State

All

CAT Name

All

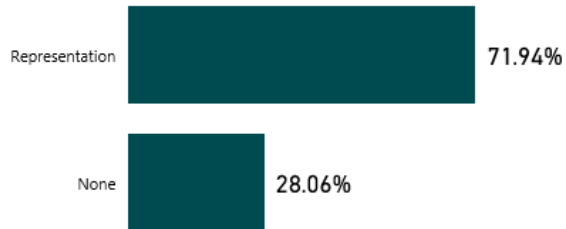
AOB Matter Create Date

7/1/2019 11/11/2019

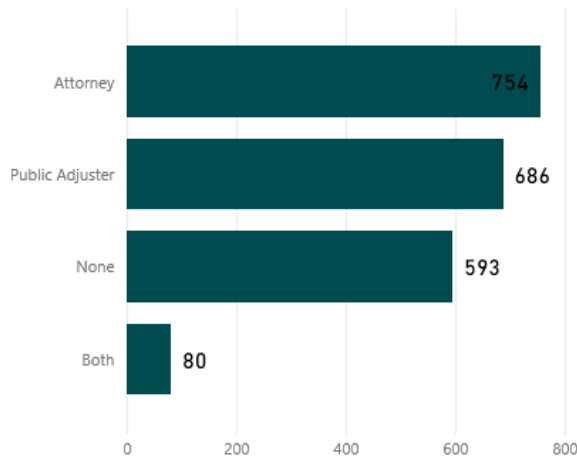
Representation & Vendor Metrics

Representation and Vendor Metrics

% of Matters with Representation



Representation Type



Attorney

35.68%

Public Adjuster

32.47%

None

28.06%

Both

3.79%

AOB Matter State

All

CAT Name

All

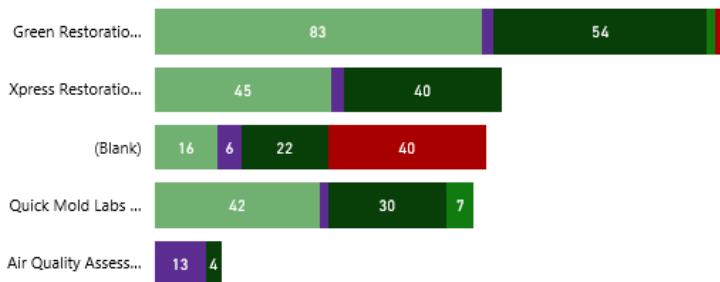
Create Date

7/1/2019 11/11/2019



Top 5 Vendors

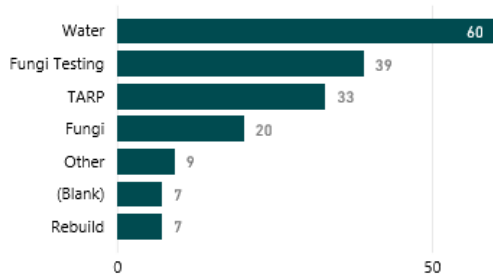
AOB Matter State ● Compliant ● Non-Compliant ● Pre-July 1st ● Pre-Suit (NOI Still In R...) ● Still In Review



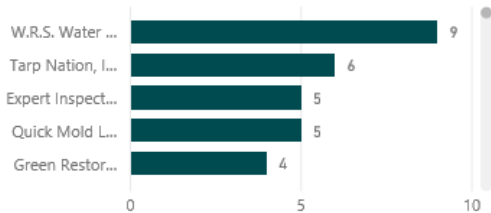
Vendor Name	AOB_MATTER_ID	ClaimID	AOB Matter State	AOB_STATUS	AOBAmount	DateExecuted
YAG Restoration Inc.	3874		Pre-July 1st	Closed	\$0.00	Wednesday, January 9, 2019
Xpress Water Restoration	4017		Pre-July 1st	Closed	\$4,883.92	Tuesday, April 23, 2019
Xpress Water Restoration	4244		Non-Compliant	Closed	\$0.00	Monday, August 12, 2019
Xpress Water Restoration	6233		Non-Compliant	Open	\$13,728.60	Monday, September 30, 2019
Xpress Water Restoration	6303		Compliant	Open	\$3,757.83	Monday, September 16, 2019
Xpress Water Restoration	8426		Compliant	Open	\$0.00	Wednesday, October 30, 2019
Xpress Restoration Inc	33		Compliant	Closed	\$10,651.33	Saturday, July 6, 2019
Xpress Restoration Inc	423		Compliant	Closed	\$1,650.00	Saturday, July 6, 2019
Xpress Restoration Inc	828		Compliant	Closed	\$19,516.00	Friday, July 5, 2019
Xpress Restoration Inc	908		Pre-July 1st	Closed	\$6,034.88	Thursday, June 6, 2019
Xpress Restoration Inc	909		Pre-July 1st	Closed	\$0.00	Sunday, June 9, 2019
Total					\$14,107,882.98	

AOB Appraisal Metrics

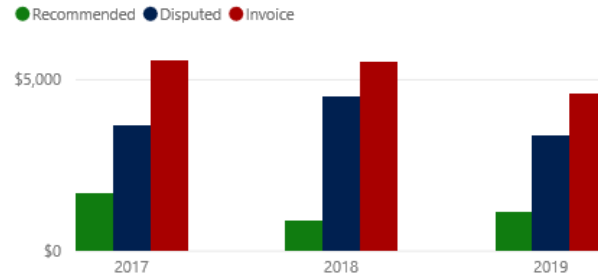
Count of Appraisals by Type



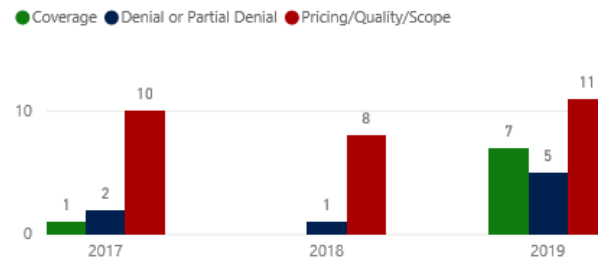
Count of Appraisals by Vendor



Average Recommended vs Disputed vs Invoice Amount



Disputed Matters by Reason



AOB Matter State

CAT Name

Appraisal Created Date

Average Dispute Amount

Water Mitigation/Tempor...
\$11,195.80

Denial or Partial Denial
\$4,480.99

Pricing/Quality/Scope
\$3,879.67

Average Resolution Amount

Water
\$2,648.18

TARP
\$2,757.74

Rebuild
\$24,089.79

Other
\$5,833.33

Fungi Testing
\$1,348.89

Fungi
\$4,034.81

AOBCompany	ClaimNumber	AOBMatterID	AppraisalType	AppraisalTypeTotal	PlaintiffAttorney	PublicAdjuster	InvoiceAmount	DisputedAmount	DisputeReason	Resolution
Xpress Water Restoration		4017	TARP	\$3,700.00			\$4,883.92	\$1,183.92	Pricing/Quality/Scope	Release
Xpress Water Restoration		6303	TARP				\$3,804.03			
Xpress Restoration Inc		423	Fungi	\$6,000.00		Enrique Calixto	\$8,901.30	\$4,808.13	Coverage	Release
Xpress Restoration Inc		1351	Water	\$0.00	Marin, Eljaiek, Lopez & Martinez, P.L.		\$6,811.32	\$6,811.32	Pricing/Quality/Scope	Coverage Exclusion/Denial
Xpress Restoration Inc		1601	Water	\$5,817.53			\$7,103.87	\$5,786.34		Release
Water Dryout LLC		7515	Water		Shield Law Group of Florida LLC		\$2,670.87		Coverage	
W.R.S. Water Restoration Solutions		7	Water	\$3,000.00	Marin, Eljaiek, Lopez &		\$4,472.21	\$3,150.25	Pricing/Quality/Scope	Not Filibale
Total				\$462,793.45			\$798,652.85	\$516,379.25		



Notice of Intent Matters

NOI Matters

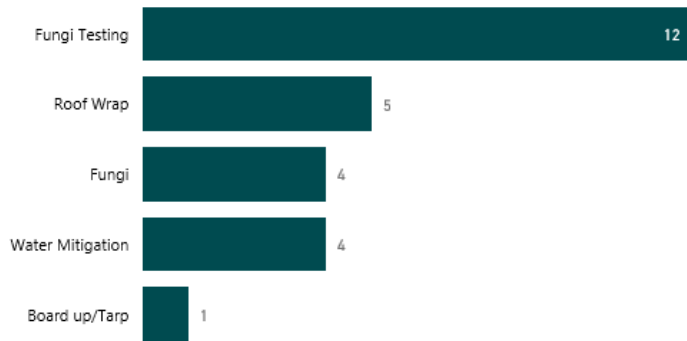
AOB Invoice Amount

\$95.48K

AOB Matters with NOI

22

Type of Work



Create Date

7/11/2019 9/25/2019



How NOI Received

Regular Mail

1
of AOB Matters

Email

21
of AOB Matters

NOI Status

- Select all
- (Blank)
- Compliant
- Non-Compliant

TypeOfWork

All

CAT Name

All

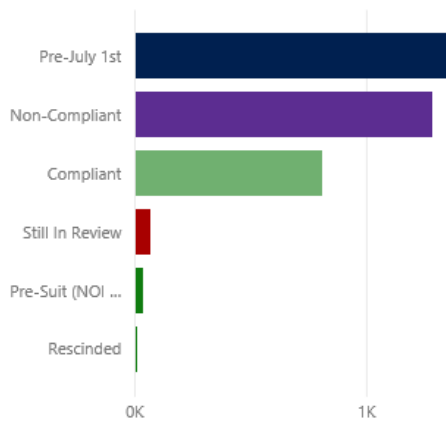
Cause_of_Loss

All

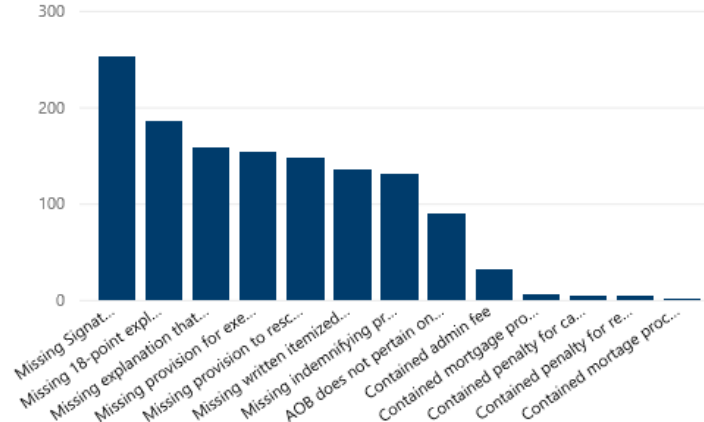


AOB_MATTER_ID	CLAIMNUMBER	NOIStatus	AOB_STATUS	Create Date
5402		Compliant	Closed	Thursday, September 19, 2019
5115		Compliant	Closed	Wednesday, September 18, 2019
5105		Compliant	Closed	Wednesday, September 18, 2019
4622			Closed	Wednesday, September 25, 2019
4526		Compliant	Closed	Monday, August 26, 2019
4519		Compliant	Closed	Tuesday, August 20, 2019
4507		Non-Compliant	Closed	Tuesday, August 13, 2019
4454		Compliant	Closed	Thursday, September 12, 2019
4436		Compliant	Closed	Wednesday, September 4, 2019
4369		Compliant	Closed	Monday, September 9, 2019

Matter States



Reasons for Non Compliance



Received Method

- Email**
2055
- Web**
22
- Website**
19
- Fax**
13
- Scan**
3
- Certified Mail**
1

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925
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408
- Still In Review**
60
- Pre-Suit (NOI S...**
28
- Rescinded**
1

AOB_MATTER_ID	Year	Month	RepresentationExtClaim	ASSIGNMENT_STATUS	AOB Matter State	AOBAmount	TypeOfWork	RECEIVEDMETHOD
1	2019	July	Public Adjuster	Unassigned	Pre-July 1st	\$0.00	Fungi	Email
2	2019	July	Attorney	Unassigned	Pre-July 1st	\$0.00	Board up/Tarp	Email
3	2019	July	None	Unassigned	Pre-July 1st	\$0.00	Water Mitigation	Email
4	2019	July	Attorney	Unassigned	Pre-July 1st	\$0.00	Fungi	Email
5	2019	July	None	Unassigned	Pre-July 1st	\$0.00	Water Mitigation	Email
6	2019	July	Attorney	Unassigned	Pre-July 1st	\$0.00	Water Mitigation	Email
7	2019	July	Public Adjuster	Unassigned	Pre-July 1st	\$0.00	Water Mitigation	Email
8	2019	July	Attorney	Unassigned	Pre-July 1st	\$0.00	Water Mitigation	Email
9	2019	July	Public Adjuster	Unassigned	Pre-July 1st	\$0.00	Water Mitigation	Email
10	2019	July	None	Unassigned	Pre-July 1st	\$0.00	Rebuild	Email
11	2019	July	Attorney	Unassigned	Pre-July 1st	\$0.00	Water Mitigation	Email
12	2019	July	Public Adjuster	Unassigned	Pre-July 1st	\$0.00	Fungi/Tarping	Email
Total						\$14,107,882.98		

Create Date

7/1/2019

11/11/2019



TypeOfWork

All

CAT Name

All

Cause_of_Loss

All