

# Non-Litigated Claims Update

Claims Committee

June 8, 2023



# Catastrophe Preparation 2023

- Master Catastrophe Plan with supporting Business Unit plans is being compiled with completion by June 1, 2023
- Catastrophe testing in progress and observations recorded; no major impacts noted
- Overall Catastrophe Readiness tactical items at 83% with items set for completion based on system releases
- Microsoft Teams platform for phone routing will be implemented for use in the 2023 season for Desk Adjusters

## 2022 Hurricane Claim Update

- We are still receiving approximately 225-250 new claims per week for Hurricane Ian
- Lee, Miami-Dade, and Broward counties are the top for representation at First Notice of loss
- 8% of claims in Lee County are represented at FNOL while 56% in Miami-Dade and 49% in Broward
- Influx of Loss assessment claims for Condominiums, HOA, and mobile home parks from Hurricane Ian
- Activity on Hurricane Nicole has subsided to 20-25 new claims per week

# Severe Weather Event April 2023

- Severe thunderstorms and hail reported from April 25, through April 30 across Florida
- 1,598 claims reported to date with 42% in Brevard County
- The leading Cause of loss is Hail 65% and Wind 28%
- Main impacts to HO-3 and DP-3 policies
- Low Severity 1 & 2 claims account for 55% of claim total and 43% medium damage Severity 3 claims
- Most damage consisting of exterior surfaces with minor interior water leaking
- Existing resources in Non-Catastrophe and Catastrophe clean up are in place to inspect and adjust claims

# Commercial Policy Information

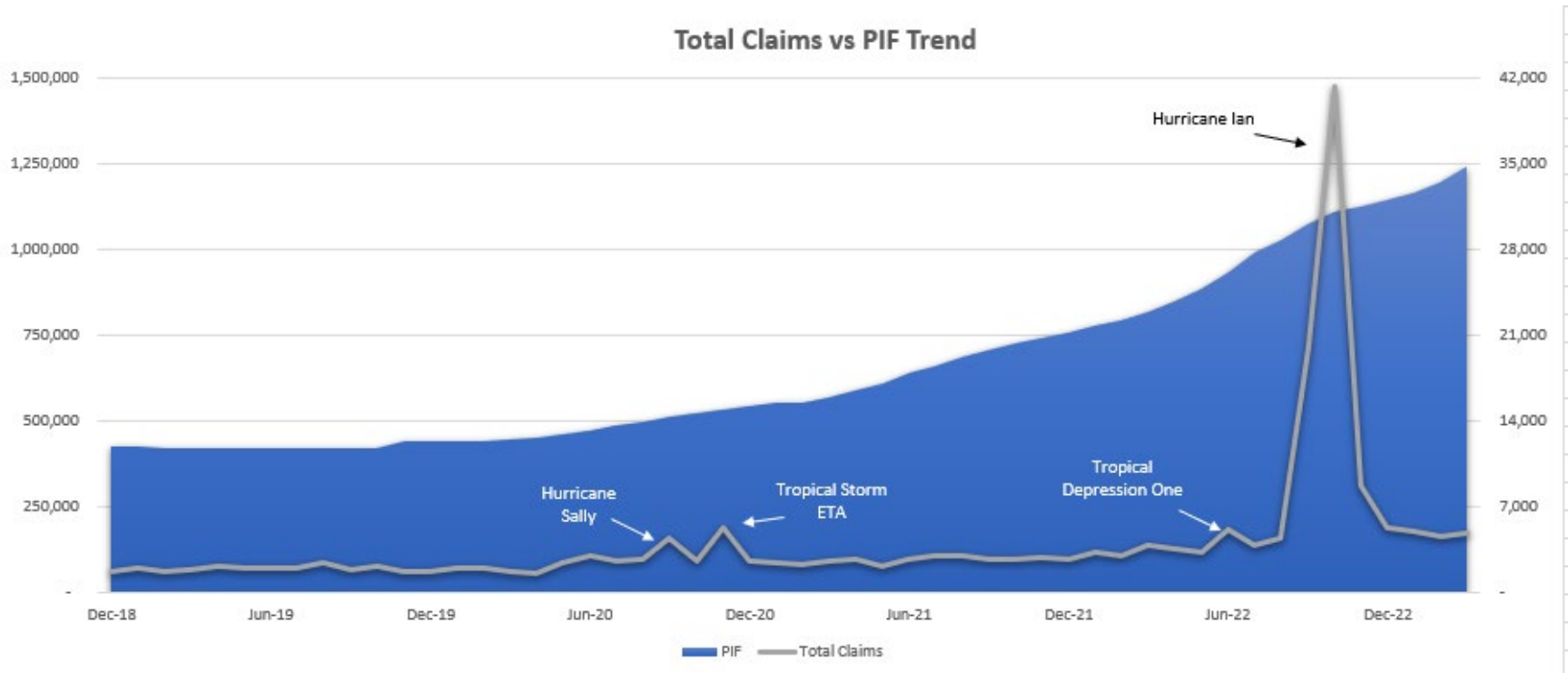
PIF has increased by 34% from 2019 to 2023, during the same time the building count has increased by 152% and the indemnity exposure has increased by 376%.

- **2019:** PIF 5,908, Bldg 12,019, Exp \$10,622,201,589
- **2020:** PIF 5,291, Bldg 11,111, Exp \$10,421,599,929
- **2021:** PIF 4,873, Bldg 11,473, Exp \$12,209,900,726
- **2022:** PIF 6,437, Bldg 17,479, Exp \$29,490,968,370
- **2023:** PIF 7,913, Bldg 30,327, Exp \$50,574,130,600

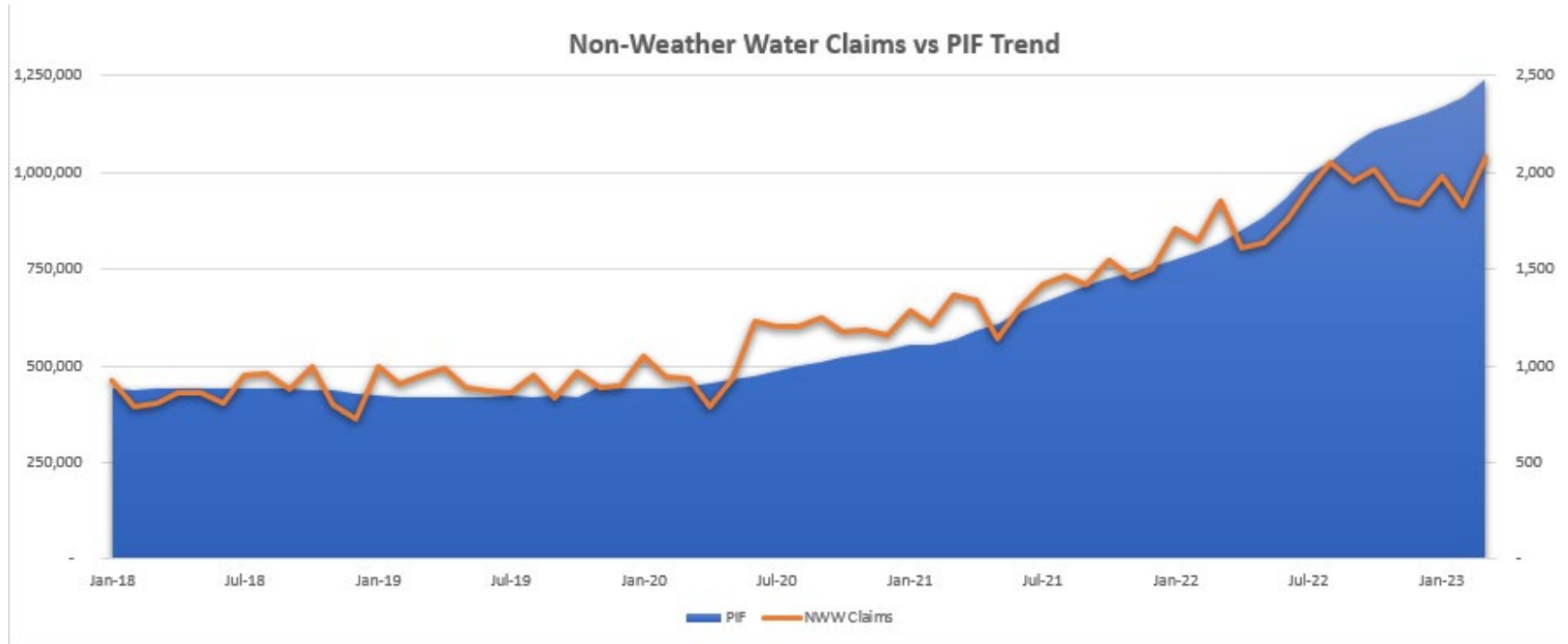
“A” rated currently account for 582 policies, 723 buildings and \$18,762,153,000 of the overall commercial exposure.

“A” rated buildings are ones insured for greater than \$10 million dollars.

# Claim Trends to PIF Increase



# Non-Weather Water Trends



# Non-Litigated Claims Data

- New claims reported have increased 79% from April 2022 inclusive of Hurricane Ian and Nicole claims and recent severe weather
- Total claims pending have increased due to Hurricanes Ian and Nicole
- New Non-Weather Water claims reported increased 16% from April 2022
- Emergency Water Restoration Services acceptance rate has increased 16% from April 2022
- Managed Repair Program participation rate has increased 4% from April 2022



# Questions?

