

# Non-Litigated Claims Update

Claims Committee

March 9, 2023



# Hurricane Ian Update

Residential Claims	60,082
Commercial Claims	348
Total Indemnity Paid	\$1,443,577,307

- 95% of claims first closed
- FNOL representation by PA and Attorney coming from Lee, Miami-Dade and Broward counties at 8%, 52% and 43% respectively
- Miami-Dade and Broward only accounted for 4.4% of total claims
- Lee and Charlotte county accounted for 50.5% of total claims
- Currently Receiving 325-375 new claims per week

# Hurricane Nicole Update

Residential Claims	3,249
Commercial Claims	9
Total Indemnity Paid	\$24,013,938

- 86% of claims first closed
- Miami-Dade, Broward and Palm Beach are the top counties for representation at FNOL by PA or Attorney at 35%, 24% and 24% respectively and account for 16.9% of total claims
- Brevard, Volusia and Orange account for 37.7% of total claims
- Currently receiving on average of 55-65 new claims per week

# Catastrophe Preparation 2023

- Business Unit and Cat Coordinator meetings have occurred to discuss changes for 2023 Catastrophe plans
- Business Unit Catastrophe plans due by March 31, 2023
- Critical elements for the Catastrophe Response have been identified for testing prior to the 2023 Atlantic Hurricane Season
- Elements from Hurricane Ian postmortem have been integrated into the testing and preparation for the 2023 Catastrophe Planning

# Catastrophe Testing

- First Notice of Loss Call Center Stress Test
- Check Processing Capacity Testing
- Catastrophe Response Center Deployment Exercise
- IT load Testing
- Virtual Onboarding
  - Revised training modules
  - Modified Phone system options
- Claim Service Vehicles Readiness Testing

# Commercial Policy Information

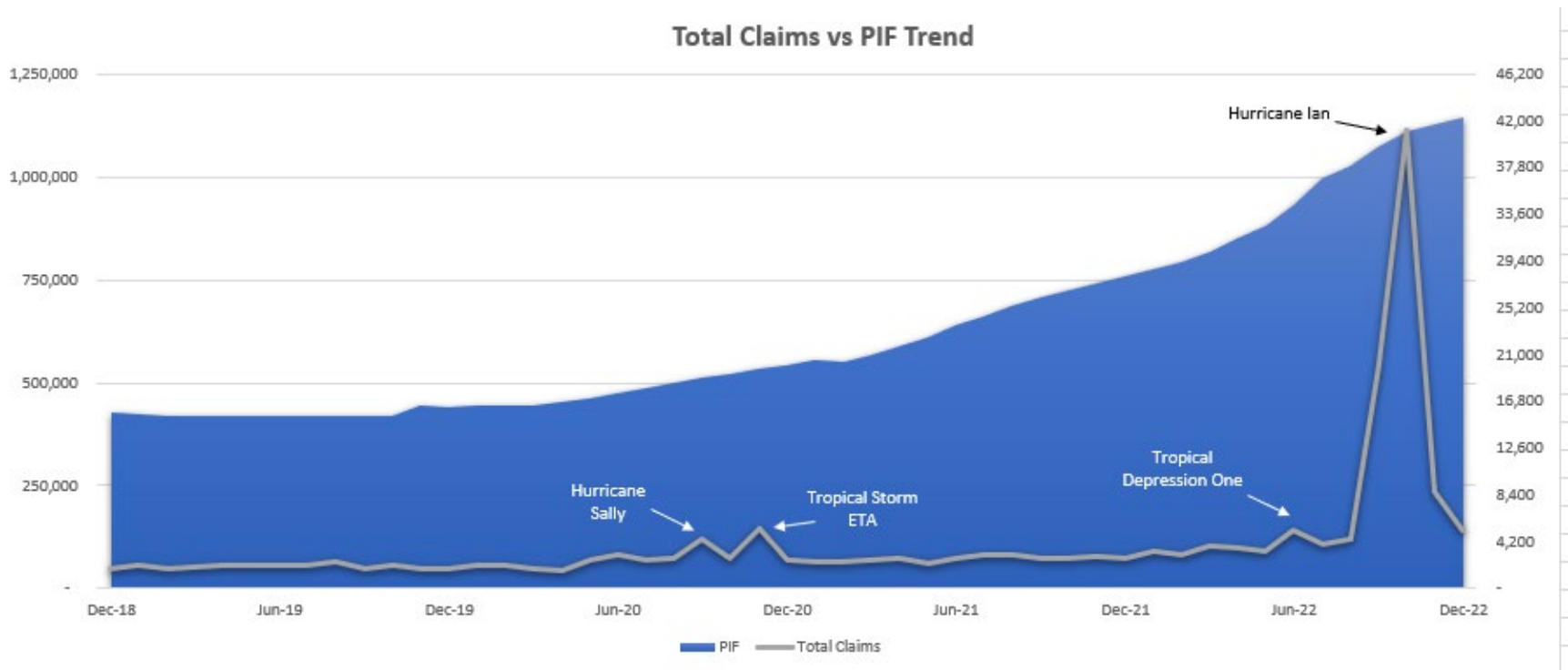
PIF has increased by 13.83% from 2019 to 2022, during the same time the building count has increased by 59.49% and the indemnity exposure has increased by 222.8%.

- **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 6,095, Bldg 15,820, Exp \$24,468,482,022
- **2023:** PIF 6,725, Bldg 19,169, Exp \$34,288,653,352

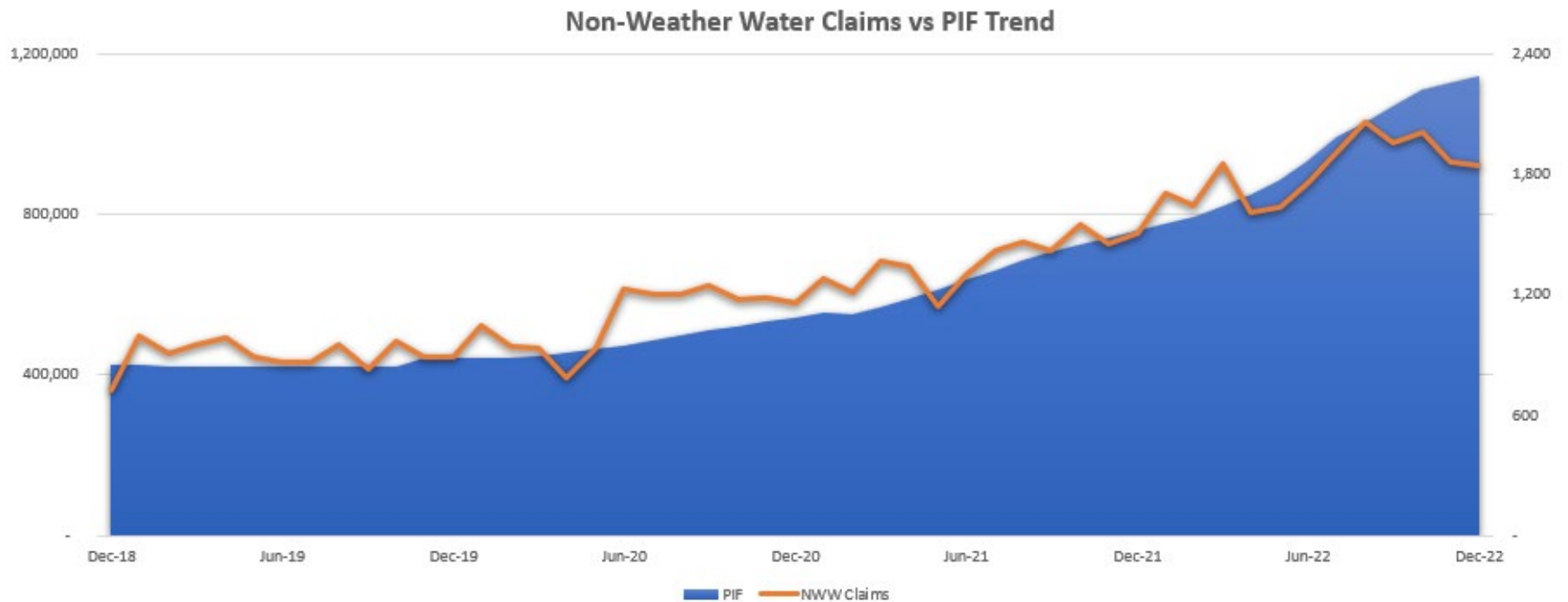
“A” rated currently account for 378 policies, 489 buildings and \$11,205,571,300 of the overall commercial exposure

“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 51% from January 2022 inclusive of Hurricane Ian and Nicole claims
- Total claims pending have increased due to Hurricanes Ian and Nicole
- New Non-Weather Water claims reported increased 17% from January 2022
- Emergency Water Restoration Services acceptance rate has increased 2% from January 2022
- Managed Repair Program participation rate has decreased 7% from January 2022

# Questions?

