

Non-Litigated Claims Update

Claims Committee

March 28, 2024



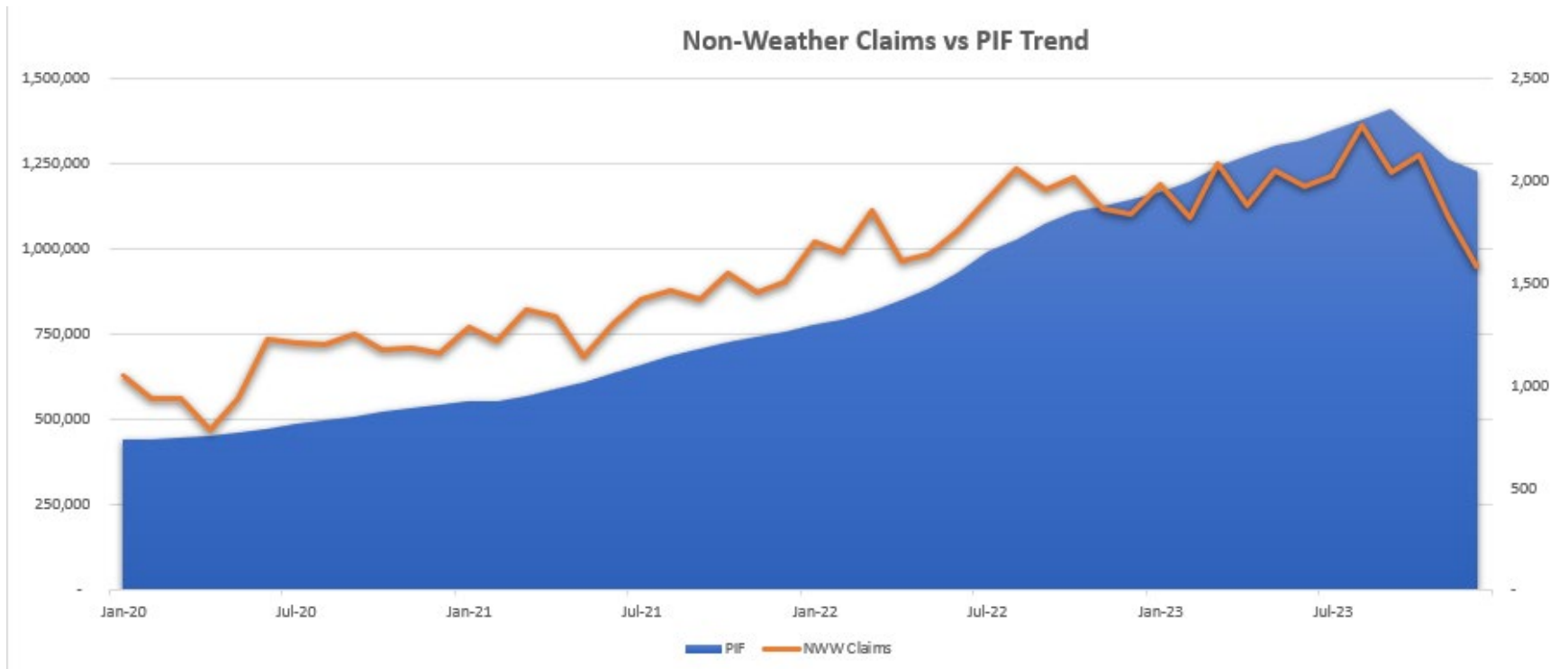
Catastrophe Testing Update 2024

- Catastrophe Response Center Exercise held on March 8 across from the Jacksonville office location
- Load testing for critical systems to test 450K event to be concluded by middle of May
- FNOL call center stress test scheduled for the week of April 12
- MICR printer backup testing set for April 3
- Adjuster virtual onboarding
- Cat readiness dashboard tracking progress of critical systems and process to ensure operational readiness

January Winter Storm

- 1,446 claims received across the state
- Heaviest concentration of claims is in Bay, Hillsborough, Pinellas and Pasco counties
- 93% of claims reported are lower severity 1 through 3 claims
- Utilized existing resources to cover claims and reallocated adjusters to the affected areas in the panhandle
- Approximately 8% of claims are represented at First Notice of Loss primarily from Hillsborough, Pinellas and Orange counties
- First closure rate at 71%

Non-Weather Water Trends



Non-Litigated Claims Data

- New claims reported have increased 10% from January 2023 primarily due to Winter storm claims
- Total claims pending have decreased 20% from January 2023
- New Non-Weather Water claims reported increased 2% from January 2023
- Non-Weather Water claims reported decreased in November and December but were back to mid 2023 levels in January with 1964 claims reported
- Emergency Water Restoration Services acceptance rate has increased 5% from January 2023
- Managed Repair Program participation rate has increased 3% from January 2023

Questions?

