

Executive Summary

Claims Committee Meeting, September 6, 2017
Board of Governors Meeting, September 27, 2017

CAT Update

Tropical Storm Emily Update

Claim status as of August 23, 2017

Claim Status	
Row Labels	Count of Claim #
Closed	40
Open	55
Grand Total	95

Claim Severities	
Row Labels	Count of Claim #
1	16
2	34
3	38
4	2
5	5
Grand Total	95

Accounting Company	
Row Labels	Count of Claim #
Coastal	21
PLA	74
Grand Total	95

Claims by County	
Row Labels	Count of Claim #
BREVARD	2
BROWARD	8
HERNANDO	1
HILLSBOROUGH	5
INDIAN RIVER	1
LAKE	1
LEE	1
MANATEE	8
MARION	2
MIAMI-DADE	36
OKEECHOBEE	1
PALM BEACH	5
PASCO	4
PINELLAS	13
SARASOTA	5
Grand Total	93

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Catastrophe Testing Summary

Catastrophe Operations conducts annual testing to identify opportunities for improvement within our response plan. Changes within the structure of our organization, catastrophe workflows, and claims-specific systems are chosen. The data gained either validates our established workflows or identifies opportunities to strengthen our catastrophe response capabilities.

Testing is typically conducted from January 1 – June 1 (with the exception of special projects). Areas selected for testing are based on critical items within the plan, exceptions noted during prior testing, and workflows that may be challenging to achieve in a real response. Although some tests change from year to year, others are tested on an annual basis.

Catastrophe Operations coordinates testing with each business unit to discuss parameters, resources needed, and general timeframes. Testing results are recorded and compiled by Catastrophe Operations; and Action Plans are developed and tracked in order to resolve any issues identified during testing.

For 2017, five major areas were selected for testing:

- Claims Workflow Test
- Catastrophe Response Center (CRC) Deployment Exercise
- First Notice of Loss (FNOL) Call Center Test
- Annual Systems Load Testing
- Office of Insurance Regulation (OIR) Data Call Project

These are the highlights of the critical testing areas:

Claims Workflow Test

Opportunities were identified following Hurricane Matthew to substantially change our claim handling workflows due to challenges encountered around independent adjuster (IA) staffing.

The following components were tested:

- ClaimCenter®
- Daily Desktop vs. Catastrophe Desktop
- Integration of Xactware®
- Litigation Adjuster Workflow
- Ability to switch between daily and catastrophe claims
- Communication
- Reporting Supervision

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Annual CRC Deployment Exercise

The CRC is our most public point of contact in ground zero after a storm makes landfall. The following components were tested:

- Setup/takedown
- Equipment (Field Service Vehicles (FSVs), fans, laptops, etc.)
- Training
- Workflows

Annual FNOL Call Center Test

Our primary call center vendor (iQor) is tested annually on its ability to quickly scale-up, shift resources, train to our customer service standards, and assist our policyholders with filing claims.

The following components were tested:

- Information Technology (IT) Readiness
- Training Material
- Correct coding of claims [Date of Loss (DOL) vs. Date Noticed; Sub Cause of Loss (COL); COL; Severity; No Policy In Force (NPIF)]
- Service Level Objective (including Spanish line staffing)

Annual Load Testing

This test simulated catastrophe plus daily claim volumes based upon 1,500 concurrent users (or a 250k claim event) with a target of 2,500 concurrent users.

The following components were tested:

- ClaimCenter, PolicyCenter®, BillingCenter®
- Alfresco®
- Central Authentication Gateway (CAG)

OIR Data Call Project

Beginning mid-summer the OIR Data Call Project was used to test our ability to deploy resources, have those same resources work remotely, and manage the project with a remote workforce.