

Executive Summary

Claims Committee Meeting, March 28, 2018
Board of Governors Meeting, April 11, 2018

Catastrophe Update

Hurricane Irma Update

Since the Claims Committee update provided in December 2017 we have received 4,641 new Hurricane Irma claims, bringing the total claim count to 66,368; of those new claims 69 percent were received from the tri-county area. We have dedicated resources working the active claims in the tri-county and Monroe area and are utilizing our Managed Claim Model (MCM) adjusters for the remainder of the claims across the state.

Resources dedicated to Hurricane Irma

Field Resources	Quantity
Commercial	1
Miami Dade, Broward & Palm Beach	11
Keys	7
Mediation	6

Desk Adjuster Resources	Quantity
Commercial	11
Large Loss Residential	13
Resolution Unit	85
Appraisal	66

The office in the Keys has moved from Key West to Marathon to service requests for reinspection and follow up investigation on the more severely damaged homes. Our office location is open to the public and we plan on having a presence there until June based on current volume of work. The lack of contractors in the keys is delaying the process for reconciliation of estimates and pricing differences have been one of the major components for reopened claims in the Keys.

The primary function of the Resolution Unit adjusters is to handle requests for supplemental payments, negotiate settlements and conclude all outstanding items on the claims. We have 33 of the 85 adjusters assigned to the phone system for incoming calls and have the capability to expand to all 85 adjusters depending on call volume. We have had 24,657 or 37.2 percent of the total claim count reopen for supplements and additional information provided by the insured or their representative. The Tri-county area accounts for 58 percent of the claim count and 66 percent of the reopened claims. These numbers are primarily being driven by representation by a Public Adjuster or Attorney.

As part of the Catastrophe Plan we started to expand our Appraisal teams to meet the anticipated volume of Hurricane Irma claims coming into this process. The Appraisal teams utilized the existing workflows in place to address the incoming volume for both valuation differences and AOB requests. There currently are 3,227 claims assigned to the team with over 7,900 matters that involve separate negotiation and action by the adjuster. Our Mediation team currently has 224 claims across the state with efforts to negotiate settlements with the policyholders or their representatives to resolve all open matters on the claims.

The Claims team is diligently working to resolve all open claims as we prepare for the upcoming 2018 Atlantic Hurricane Season. Catastrophe planning, testing and preparation are well under way to ensure action items from Hurricane Irma are completed for implementation in our next Catastrophe response.