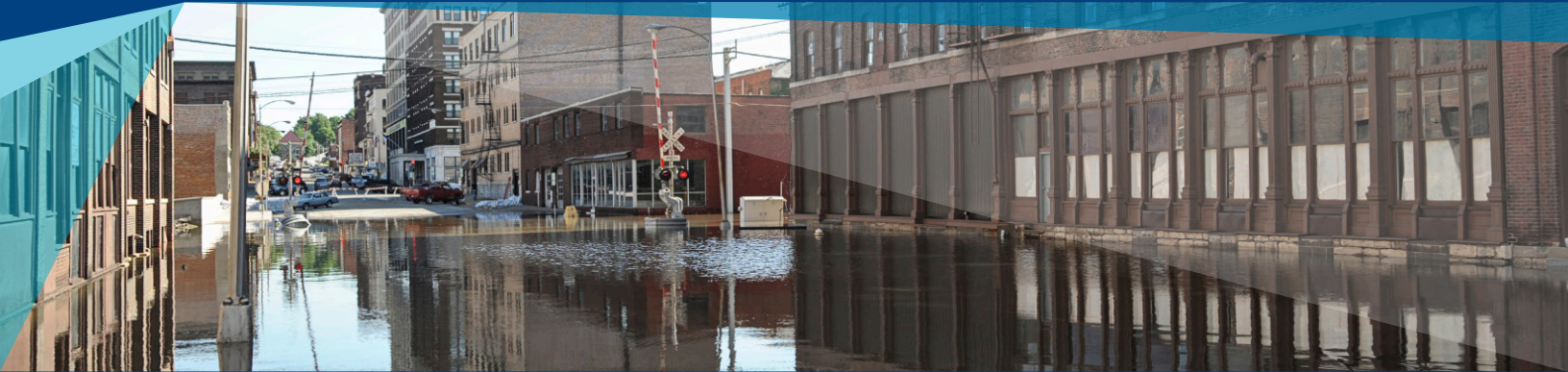


## IRMA DAMAGE ASSESSMENT, CLAIMS, AND BUSINESS RECOVERY MANAGEMENT



One of the largest and most destructive storms in history, Hurricane Irma is expected to result in billions of dollars in economic damage to the Caribbean, Florida, and the southeastern United States. Although the human, property, and commercial losses could have been more extensive, the claims and recovery now underway will be complex given the changing path of the storm, its multiple phases, and the potentially applicable insurance coverages involved.

As the US and its territories and Caribbean nations start to cope with the impacts of Irma, companies are beginning to assess their business recovery and restoration options, including production and distribution alternatives. Given the extent of the physical damages and business interruption being faced, actions taken at an early stage can be essential to a company's finances, operations, and overall success. You can rely on the claims management expertise of Marsh Risk Consulting's Forensic Accounting and Claims Services (FACS) Practice professionals to help your company — no matter the industry — work through the vast number of coverage and claim-related issues following Irma. Our team can provide you with global expertise and proactive support to help manage this crisis, mitigate your losses, focus your attention on your employees and

community, and achieve a timely recovery and return to business.

### CATASTROPHIC EVENT INSURANCE CLAIMS

Severe hurricanes and tropical storms like Irma which produce a mix of wind, rainfall, flooding, and storm surge damage can have far-reaching implications if your company does business in the affected region — whether physically located there or reliant on it for a supply of inputs, goods, or services. We can help manage your insurance and other claims and coordinate with your insurance brokers' advocacy teams, your insurers, and your insurers' adjusters, so you can focus on running your business and assisting your people. Our services include post-event loss analysis of:

- Property damage.
- Extra expense.
- Business interruption.
- Contingent business interruption.
- Service interruption.
- Supply chain disruption.

We support our work with powerful, proprietary technology tools that assist in expediting your claim recovery. They

### Who It's For

Any organization in any industry with:

- A loss following Irma that is disrupting its business.
- Limited in-house or on-the-ground insurance claims management expertise or resources.
- A need for timely and effective recovery from Irma.
- A rejected claim from an insurer.

### What You Get

- Prompt support following an Irma-related loss event.
- Highly-qualified accounting professionals and claims consultants with significant experience across geographies and industries.
- Effective management of even the most complex claims so that you can focus on your personnel and operations.
- Efficient tracking of various size claims and streamlined communications between all parties involved in the recovery process through our proprietary technology.
- Strategy and efforts designed to reduce settlement times, maximize your recovery, and expedite the payment of claims.

provide quick and secure online access to project information — including control over access privileges based on the level of involvement of each user. These tools also help you efficiently compile, manage, and distribute large amounts of claim data to key stakeholders, such as your insurers and adjusters.

## CLAIMS PROJECT MANAGEMENT AND CLAIMS ENGINEERING

Large casualty and property losses following a hurricane or tropical storm can be extremely complex from a data as well as a stakeholder standpoint. Complex management issues may exceed the scope of your resources and capabilities, particularly if the hurricane or tropical storm occurred in a location where you are not familiar with local regulations, procedures, and customs and there are significant property access issues.

Our FACS claims project managers travel to your loss site and assist in managing your claim processes with stakeholders, including home office and local personnel, repair contractors, and loss adjusters. They can provide timely claims process progress reports and identify critical claims issues to be resolved – potentially before they develop into challenges that could delay the recovery.

Additionally, our FACS claims engineers and other experts can help establish the scope and values of your property damage. These experts can separate hurricane and tropical storm damages from flood damages and

maintenance or related repair upgrades, which may or may not be insurance recoverable. Our claims engineers work with you to help address issues such as code upgrades, changes in technologies, and actual versus hypothetical baseline schedule analysis. They can also identify damage scope issues that may not be evident to your insurer or the adjustment team. Our FACS claims engineers' support can help you improve recovery efforts and reduce losses, allowing you to dedicate resources to the well-being of your employees and to resuming operations.

## FACS PERSONNEL AND EXPERIENCE

FACS is part of Marsh Risk Consulting's Financial Advisory Services' multi-disciplinary team of more than 100 professionals and administrative personnel worldwide. Our team brings global insight to local challenges, using consistent protocols and practices for post-loss analysis, claims project management, and claims engineering. FACS senior practitioners have spent an average of 25 years in forensic accounting and claims services, with extensive experience in insurance loss accounting, valuation, and insurance policy formats and requirements. FACS clients also have access to Marsh's extensive capabilities in insurance policy coverage interpretation and claims advocacy. Our reputation for integrity with insurers and familiarity with the adjustment process provide a distinct advantage to our clients in helping to reduce the time for receipt of settlement.

The experts in our practice have diverse backgrounds as:

- Certified public accountants/chartered accountants.
- Forensic accountants/certified fraud examiners.
- Professional engineers/forensic engineers.
- Insurance claims specialists/former insurance adjusters.

Our FACS professionals have helped clients recover from catastrophic events including:

- Hurricanes Charley, Frances, Ivan, Jeanne, Katrina, Rita, Wilma, Dolly, Gustav, Ike, Irene, Isaac, Iselle, Odile, Matthew, and Harvey.
- Superstorm Sandy.
- Flooding in the US Midwest and South, Thailand, Australia, India, and France.
- Tornadoes in the US.
- Fiji cyclone and flooding, Typhoon Haiyan, and flooding in Leyte and Philippines.
- Japan earthquake and tsunami.
- Earthquakes in the Solomon Islands, New Zealand, Chile, Haiti, Japan, Italy, and Nepal.
- Slave Lake, Fort McMurray, and California fires.

### For more information on these and other Hurricane Irma solutions, contact your local Marsh representative or:

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