

POST-LOSS DAMAGE ASSESSMENT AND BUSINESS RECOVERY MANAGEMENT: FORT McMURRAY WILDFIRES

The wildfires in the Fort McMurray area may become the costliest catastrophe in Canada's history. Nearly 88,000 people have been evacuated from the area and hundreds of homes and structures were damaged. While the economic impact is not yet known, it is expected to total in the billions of dollars.

As Fort McMurray and the Greater Regional Municipality of Wood Buffalo continue to manage through the overwhelming impacts of this disaster, companies are also assessing business recovery and restoration options, including production and distribution alternatives. Given the extent of the business interruption being faced in the region, actions taken at an early stage can be essential to a company's finances, operations, and overall success. Marsh Risk Consulting's Financial Advisory Services (FAS) Practice can help your company — no matter the industry — work through the vast number of claim-related issues following this wildfire. Our team of forensic accounting and claims professionals can provide you with global expertise and proactive support to help manage this crisis. We offer claims leadership and other resources to help you mitigate your losses, focus your attention on your employees and community, and achieve a timely recovery and return to business.

CATASTROPHIC EVENT INSURANCE CLAIMS

Wildfires can have far reaching implications if your company does business in the affected region, whether physically located there or reliant on a supply of inputs, goods, or services. We can help manage your insurance claims and coordinate with your insurance broker's advocacy team, 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.

Along with first party claims, the FAS team can assist you with third party insurance recoveries. These damages may be included in a claim presented to a party that experienced business interruption as a result of the wildfires or could be a fire-related contingent business interruption (CBI) claim that you present to your insurer.

FAS supports its work with two powerful tools to assist in expediting your claim recovery. FACSconnect and FACSdb are highly customizable, easy-to-use systems that provide quick and secure online access to project information — including control over access privileges based on the level of involvement of each user — helping you to communicate and share critical information with insurers and adjusters.

CLAIMS PROJECT MANAGEMENT AND CLAIMS ENGINEERING

Large casualty and property losses following a wildfire can be extremely complex from a data as well as a stakeholder standpoint. Such management issues may exceed the scope of your resources and capabilities, particularly if the event occurred in a location where you are unfamiliar with local regulations, procedures, and customs and there are property access issues.

FAS claims project managers are located in strategic locations around the globe so they can travel to loss sites worldwide quickly and assist in managing clients' 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, FAS can provide engineers, cost estimators, project schedule experts, architects, and other professionals to help establish the scope and values of property damage. These experts can separate the wildfire damages from 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, and to identify damage scope issues that may not be evident to your insurer or the adjustment team. These efforts can help improve recovery efforts and reduce losses, allowing you to dedicate resources to the well-being of your employees and to resuming operations.

FAS PERSONNEL

FAS has 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. FAS senior practitioners have spent an average of 20 years in forensic accounting and claims services, with extensive experience in insurance loss accounting, valuation, and insurance policy formats and requirements.

FAS 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.

For more information on these and other Fort McMurray wildfires solutions, contact your local Marsh representative or:

KELLY A. LaPLANTE
FAS Canadian Practice Leader
+ 1 416 868 2782
kelly.laplante@marsh.com

RAY HUTNIK
FAS Global Practice Leader
+1 215 246 1456
raymond.s.hutnik@marsh.com

This document and any recommendations, analysis, or advice provided by Marsh (collectively, the "Marsh Analysis") are not intended to be taken as advice regarding any individual situation and should not be relied upon as such. This document contains proprietary, confidential information of Marsh and may not be shared with any third party, including other insurance producers, without Marsh's prior written consent. Any statements concerning actuarial, tax, accounting, or legal matters are based solely on our experience as insurance brokers and risk consultants and are not to be relied upon as actuarial, accounting, tax, or legal advice, for which you should consult your own professional advisors. Any modelling, analytics, or projections are subject to inherent uncertainty, and the Marsh Analysis could be materially affected if any underlying assumptions, conditions, information, or factors are inaccurate or incomplete or should change. The information contained herein is based on sources we believe reliable, but we make no representation or warranty as to its accuracy. Except as may be set forth in an agreement between you and Marsh, Marsh shall have no obligation to update the Marsh Analysis and shall have no liability to you or any other party with regard to the Marsh Analysis or to any services provided by a third party to you or Marsh. Marsh makes no representation or warranty concerning the application of policy wordings or the financial condition or solvency of insurers or re-insurers. Marsh makes no assurances regarding the availability, cost, or terms of insurance coverage.

Marsh is one of the Marsh & McLennan Companies, together with Guy Carpenter, Mercer, and Oliver Wyman.

Copyright © 2016 Marsh Canada Limited and its licensors. All rights reserved. www.marsh.ca | www.marsh.com

USDG-19717 (C160506TB): 2016/05/06

Who it's for

Any organization in any industry with:

- A loss following a wildfire that is disrupting its business.
- Limited in-house or on-the-ground insurance claims expertise or resources.
- A need for timely and effective recovery from this catastrophic event.

What you get

- Prompt support following a loss event.
- Highly-qualified accounting professionals and claims consultants with extensive experience across geographies and industries.
- Effective management of even the most complex claims so that you can focus on your personnel and operations.
- Using our proprietary technology, efficient, accurate tracking of various size claims and streamlined communications between all parties involved in the recovery process.
- The combined power of FAS and Marsh insurance and claims advocacy experts to help expedite the claims settlement process.

FAS professionals have helped clients recover from catastrophic events including:

- Flooding in Alberta, US Midwest and South, Indonesia, Australia, and Thailand.
- Hurricanes Charley, Frances, Ivan, Jeanne, Katrina, Rita, Wilma, Dolly, Gustav, Ike, and Odile.
- Superstorm Sandy.
- Slave Lake fires.
- Japan earthquake and tsunami.
- Indian Ocean tsunami.
- Earthquakes in Solomon Islands, Chile, Haiti, and New Zealand.