

MARSH RISK CONSULTING

FINANCIAL ADVISORY SERVICES

Post-Loss Damage Assessment and Business Recovery Management: Hurricanes

Recovery from a catastrophic event such as a hurricane can be essential to your company's finances, operations, and overall success. Marsh Risk Consulting's (MRC) Forensic Accounting and Claims Services (FACS) Practice can help your company — no matter the industry — work through the vast number of claims-related issues that may follow a hurricane. Our team of forensic accounting and claims professionals can respond almost anywhere in the world within 48 hours of a loss event to provide you with proactive, on-the-ground support to help manage the crisis.

After major hurricanes such as Charley, Frances, Ivan, Jeanne, Katrina, Rita, Wilma, Ike, Irma, Maria, and Michael, our consultants prepared hundreds of complex claims for clients totaling multi-billions of dollars. We provided the claims leadership and other resources needed to help our clients mitigate their losses, focus their attention on their employees and community, and

achieve a timely recovery and return to business. Similarly, in the wake of such a catastrophic event, FACS can help you meet your post-loss recovery objectives.

Catastrophic Event Insurance Claims

Hurricanes can have far-reaching implications if your company does business in an 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.

WHO IT'S FOR

Any organization worldwide with:

- A loss following a hurricane 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 a catastrophic event.
- A rejected claim from an insurer.

WHAT YOU GET

- Prompt support following a loss event almost anywhere in the world.
- 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.

We support our work with powerful, proprietary technology tools that assist in expediting your claim recovery. They 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 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 occurred in a location where you are not familiar with local regulations, procedures, and customs.

FACS claims project managers travel to loss sites worldwide 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, our FACS claims engineers and other experts help establish the scope and values of property damage. These experts can separate the hurricane 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. 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

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.

Marsh Risk Consulting's FACS professionals have helped clients recover from catastrophic events including:

- Tornadoes in the United States.
- Earthquakes in New Zealand, Chile, Haiti, Japan, Italy, and Nepal.
- Japan earthquake and tsunami.
- Fiji cyclone and flooding, Typhoon Haiyan, and flooding in Leyte and Philippines.
- Flooding in Thailand, Australia, India, France, and US Midwest and South.
- Hurricanes Charley, Frances, Ivan, Jeanne, Katrina, Rita, Wilma, Dolly, Gustav, Ike, Irene, Isaac, Iselle, Odile, Matthew, Harvey, Irma, Maria, Lane, and Florence.
- Superstorm Sandy.
- Tianjin, China explosion.
- Fort McMurray wildfires in Alberta, Canada.

For more information on these and other solutions from Marsh Risk Consulting, visit www.marshriskconsulting.com/fas or contact your local MRC or Marsh representative.

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

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