Marsh

Marsh Advisory Claim Solutions

Post-loss damage assessment and business recovery management: Hurricane Ida

Catastrophic Hurricane Ida caused mass evacuations, numerous yet uncounted deaths, and billions of dollars in economic damage on its path through Louisiana, the southeast, and east coast regions of the US. The full extent of human, property, and commercial losses is still unknown.

As Louisiana, the northeast, and numerous US states cope with the overwhelming impacts of Hurricane Ida, companies are also assessing business recovery and restoration options, including production and distribution alternatives. Given the extent of the business interruption being faced in several geographies, actions taken at an early stage can be essential to a company's finances, operations, and overall success. Marsh's Forensic Accounting and Claims Services Practice can help your company — no matter the industry — work through the vast number of claim-related issues following this hurricane. 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

Severe hurricanes like Ida can have far reaching implications if your company does business in the regions affected, 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

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 unfamiliar with local regulations, procedures, and customs and there are property access issues.

Our Forensic Accounting and Claims Services claims project managers travel to your loss sites 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 claims engineers and other experts can help establish the scope and values of property damage. These experts can separate damages caused by Hurricane Ida 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 also can identify damage scope issues that may not be evident to your insurer or the adjustment team. Our 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.

Our team

The Forensic Accounting and Claims Services Practice, part of Marsh Advisory's Claims Solutions Services, is a 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. Our 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. Our 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.

Our experts have diverse backgrounds as:

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

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

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Who it's for

Any organization in any industry with:

- A loss following Hurricane Ida 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 Hurricane Ida.
- A rejected claim from an insurer.

What you get

- Prompt support following a Hurricane Ida-related 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.
- Efficient tracking of various size claims and streamlined communications between all parties involved in the recovery process through our proprietary technology.

Our professionals have helped clients recover from catastrophic events including:

- Hurricanes Dorian, Charley, Frances, Ivan, Jeanne, Katrina, Rita, Wilma, Dolly, Gustav, Ike, Irene, Isaac, Iselle, Odile, Matthew, Harvey, Irma, Maria, Lane, and Florence
- Superstorm Sandy
- Flooding in the US Midwest and South, Thailand, Australia, India, and France
- Fiji cyclone and flooding, Typhoon Haiyan, and flooding in Leyte and Philippines
- Japan earthquake and tsunami
- Indian Ocean tsunami

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