

POST-LOSS DAMAGE ASSESSMENT AND BUSINESS RECOVERY MANAGEMENT: CYCLONE DEBBIE AND ASSOCIATED FLOODS



Cyclone Debbie has been the largest weather event to hit northern Queensland since Cyclone Yasi in 2011. The unusual nature of Cyclone Debbie has resulted in significant damage initially from the cyclone and from the subsequent floods caused by the rain brought by Cyclone Debbie. The floods continue to be a cause of concern in areas which were not directly affected by the cyclone.

As Queensland continues to manage through the overwhelming impacts of this natural 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 Queensland, actions taken at an early stage can be essential to a company's finances, operations, and overall success. Marsh Risk Consulting's Forensic Accounting and Claims Services (FACS) Practice can help your company – no matter the industry – work through the vast number of claim-related issues following this flooding. 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 flooding 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.

Utilising our proprietary FACS database (FACSdb) technology and web-based data share portals, our experts collect,

store, and track large amounts of data efficiently and accurately, allowing us to help manage your complex damage claims and helping you to communicate and share this critical information with insurers and adjusters.

CLAIMS PROJECT MANAGEMENT AND CLAIMS ENGINEERING

Large property losses following a cyclone or flood can be extremely complex from a data management as well as a stakeholder standpoint. Such management issues may exceed the scope of your resources and capabilities, particularly if there are property access issues.

FACS claims project managers are domiciled 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, FACS can provide claims engineers and other experts to help establish the scope and values of property damage. These experts can separate the flood 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, 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.

FACS PERSONNEL

FACS has more than 200 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 20 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.

FACS experts have diverse backgrounds such as:

- Chartered Accountants/Certified Practising Accountants.
- Forensic accountants/ certified fraud examiners.
- Professional engineers/forensic engineers.
- Insurance claims specialists/ former insurance adjusters.

For more information on these and other Queensland cyclone/flooding solutions, contact your local Marsh representative or:

DAVID MCINTOSH

FACS Practice Leader Pacific
+61 3 9603 2251
david.a.mcintosh@marsh.com

GEORGINA DONELEY

FACS Principal - Queensland
+61 7 3115 4672
georgina.doneley@marsh.com

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

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WHO IT'S FOR

Organisations in any industry with:

- A loss following a flood 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.
- Efficient, accurate tracking of various size claims through our proprietary technology FACSdb, a robust, easy-to-use tool that compiles, manages, and distributes large amounts of data to assist you in expediting recovery of your claim.

MARSH'S FACS PROFESSIONALS HAVE HELPED CLIENTS RECOVER FROM CATASTROPHIC EVENTS INCLUDING:

- Japan Earthquake and Tsunami
- Earthquakes in Solomon Islands (2007); Chile and Haiti (2010); and New Zealand (2011).
- Flooding in Jakarta (2007) and Queensland (2010-2011).
- Indian Ocean Tsunami (2004).
- Typhoon Saomai and Tropical Cyclone Monica (2006).
- Hurricanes Charley, Frances, Ivan, Jeanne (2004); Katrina, Rita, Wilma (2005); and Dolly, Gustav, Ike (2008).