



COVID-19 RESOURCES FOR CLIENTS

REAL ESTATE CLAIMS

Through a dedicated group of former coverage lawyers and experienced claims adjusters, Alliant's Claims Advocacy team stands ready to provide our clients with comprehensive claims advisory and advocacy services for any COVID-19 claims-related issues impacting your business.

Advocacy

Alliant will communicate with the insurance carrier to ensure that the carrier acts promptly and responsively, including making claim payments in a timely manner and, when appropriate, agree to claim resolutions. We deliver well considered strategic advice and counsel with respect to claim issues. Your Alliant claims advocates work with you to make sure that you understand coverage issues, what your cooperation obligations are, what request from the insurer may be reasonable (or not), and generally helps advocate for the broadest available coverage afforded by the insurance policy.

The Alliant professionals working with you, know your operations, exposures, losses and program structure; they understand the intent of what has been negotiated in policy wording with underwriting that address your unique exposure. They understand how best to manage the key relationships with insurers – senior management, underwriting and claims. This approach fosters active communication with you in managing the overall claims process in accordance with your specific goals and objectives.

Alliant's Best Practices for Claims Management and Recovery:

- » Initial review of all new matters, including any complaints and demand letters with client
- » Provide initial feedback as to the carriers' anticipated interpretation of coverage contemporaneously with receipt of the new matter and, should additional information become available, provide additional thoughts
- » Provide notice to applicable primary and excess (where applicable) insurers within 24 hours of receipt of the new matter
- » Ensure all carrier acknowledgments are received and forwarded to our clients within 24 hours of our receipt of the acknowledgement
- » Evaluate and analyze insurer coverage letter(s) and fully examine coverage issues raised (including

a discussion of next steps) with our clients within five business days of receipt

- » Work directly with the claim consultants to prepare the claim
- » Conduct quarterly claims reviews (where applicable) based upon the information presented in the claims loss runs, including reserve reviews, status updates and settlement/resolution strategies
- » Ensure prompt payment by insurers to client's counsel or direct client reimbursement
- » Facilitate collaborative discussions and communication between/among client, counsel and carriers to determine claim strategy and/or claim settlement/resolution (where appropriate)
- » Advocate and/or negotiate successful claim resolutions
- » Maximize your recovery of payments

Client Cooperation Obligations

Reporting

- » Alliant will assist with preparing a narrative of the circumstances in order to file a first notice of Loss. The following information will be necessary to prepare the narrative.
 - The date that your business was impacted. Given the circumstances, it may be "various" dates.
 - Circumstances surrounding the loss and how it impacted your business from a standpoint of Property Damage and Business Income.
 - Name and contact information for client contact person(s).
 - The Alliant Property Loss Consultant will assist by advocating our client's claim, communicating with carrier claim staff, the adjuster and their consultants, addressing coverage issues with the carrier, as well as assisting the client in facilitating the claim process.

Record Keeping

- » It is the client's responsibility to prepare their detailed and itemized claim for submission. The adjuster and his consultants will not do this. The client will be assisted in the adjustment process by their Property Loss Consultant. Imperium Consulting Group, LLC can also assist in preparation of your claim presentation.
- » Immediately following an insured event, a special account; with as many sub-accounts as necessary, should be established to segregate all loss relating to COVID-19 and related charges and or expenses from normal operating expenses. These accounts may include but are not be limited to:
 - Clean up and remediation of affected locations.
 - Protection of property from exposure.
 - Industrial Hygienist protocols if retained.
 - Replacement of contaminated stock/supplies.
 - Extra expenses (expenses above normal operating expenses) to operate as normally as possible to reduce a sales loss.
 - Internal labor costs to address loss.
 - Details on lost sales.
 - Cancelled orders
 - Historical sales data
 - The adjuster and the carrier claim staff will be requesting financial data which will include Profit & Loss Statements and other financial data. The client should provide documentation supporting cancellation of revenue producing events and any media coverage of the situation pertaining to your specific region.

Claims Approach and Framework



Should you have any questions or concerns, **please engage your local Alliant contact immediately** or you can visit:

<https://insurance.alliant.com/RealEstateCOVID19>

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