

'REACTTOR'....REACT AND RESTORE

THE COMPLETE PROPERTY AND BUSINESS
INTERRUPTION CLAIMS ASSISTANCE SERVICE,
OFFERED EXCLUSIVELY TO CLIENTS OF HETTLER
ANDREWS & ASSOCIATES.

Insurance is all about the transfer of risk and the acid test of any policy is in the event of a major claim and its ability to cover the type of disaster that a business cannot manage through its own resources.

However, dealing with the aftermath of a major loss following a fire, flood, theft or other insured peril is a notoriously complex and time-consuming exercise that can easily result in a company losing focus and succumbing to severe commercial pressure both in terms of cash-flow and continuity of the business.

In the event of a major loss, your insurers will appoint and pay for the services of a 'Loss Adjuster' to investigate the circumstances often alongside forensic scientists, accountants and other professionals. The early stages of any claim can be a distressing time for any business as all aspects are scrutinised including any potential breach of policy conditions, warranties, non-disclosures or misrepresentations before insurers accept liability and agree to make interim payments.

Our bespoke claims handling service provides you with experts in handling and resolving claims to take over the situation and work alongside your own staff. This negates the need to engage a separate claims consultant. Our team will co-ordinate the claim preparation, handle all meetings with the insurance company's representatives and oversee the claim to a successful conclusion to ensure that the business is fully restored.

As in any claim situation it is essential that you have an expert to represent your best interests and under REACTTOR our qualified team of experts will support you every step of the way.

WHEN A LOSS OCCURS; YOU HAVE SO MANY ISSUES
TO ATTEND TO:

What do you say to your staff?

How do you organise them?

What do you tell your customers and suppliers?

Can you keep your business going through the disruption?

AN OUTLINE OF THE 'REACTTOR' CLAIMS SERVICE:

- For all property and business interruption claims in excess of £5,000
- 24 hour call out and immediate telephone advice and assistance
- Visit to your premises within the first 24 hours of a loss
- Attendance at all meetings with your insurance company's representatives on your behalf
- Assistance to prepare inventories and collate supporting documentation under all claim headings.
- Arrange for prompt interim payments
- Co-ordinate approved surveyors, engineers, building contractors and restoration experts
- Work with you to implement appropriate business continuity measures including temporary premises and equipment
- Regularly supervise your claim and negotiate best possible settlement.

WHAT ARE THE BENEFITS OF COVER ?

- Take away the administrative burden of the claim process to allow management to focus on restoring the business.
- As your existing brokers, we already understand your business and our dedicated claims experts can deal with any claim efficiently on your behalf.
- Fully qualified in-house staff with many years experience of handling complex and technical claims
- Maximise your recovery under the terms of the insurance policy
- Co-ordination of approved and trusted specialists including building surveyors, structural engineers, contractors and restoration experts.

CASE STUDY 1

Independent School, circa £500,000 loss

A major fire caused significant disruption when the canteen block was completely destroyed overnight, leaving over 120 staff and 100's of children with no catering facility. The site consisted of a number of buildings of different ages and types of construction including teaching blocks, science laboratories, administration offices, all-weather floodlit sports pitches and car parks.

During negotiations with the loss adjusters it became clear that there was a difference of opinion over the rebuilding cost of the whole site which suggested a significant under-insurance. The Insurers sought to apply the average condition based on these calculations which would have resulted in a large adjustment and reduction to the claim settlement, leaving the school to fund the remainder.

However, following a detailed survey and in depth 'value at risk' calculation applying the appropriate rebuilding rates to the different buildings, the agreed valuation of the whole site was amended through negotiation resulting in a much improved settlement of over £100,000 more than the original offer.

The school decided that they would prefer to utilise the funds to rebuild in a different manner and an early cash settlement was negotiated and monies invested into a fundraising programme to provide for a larger refectory and auditorium with a view to generating additional fee income for the school, once completed.

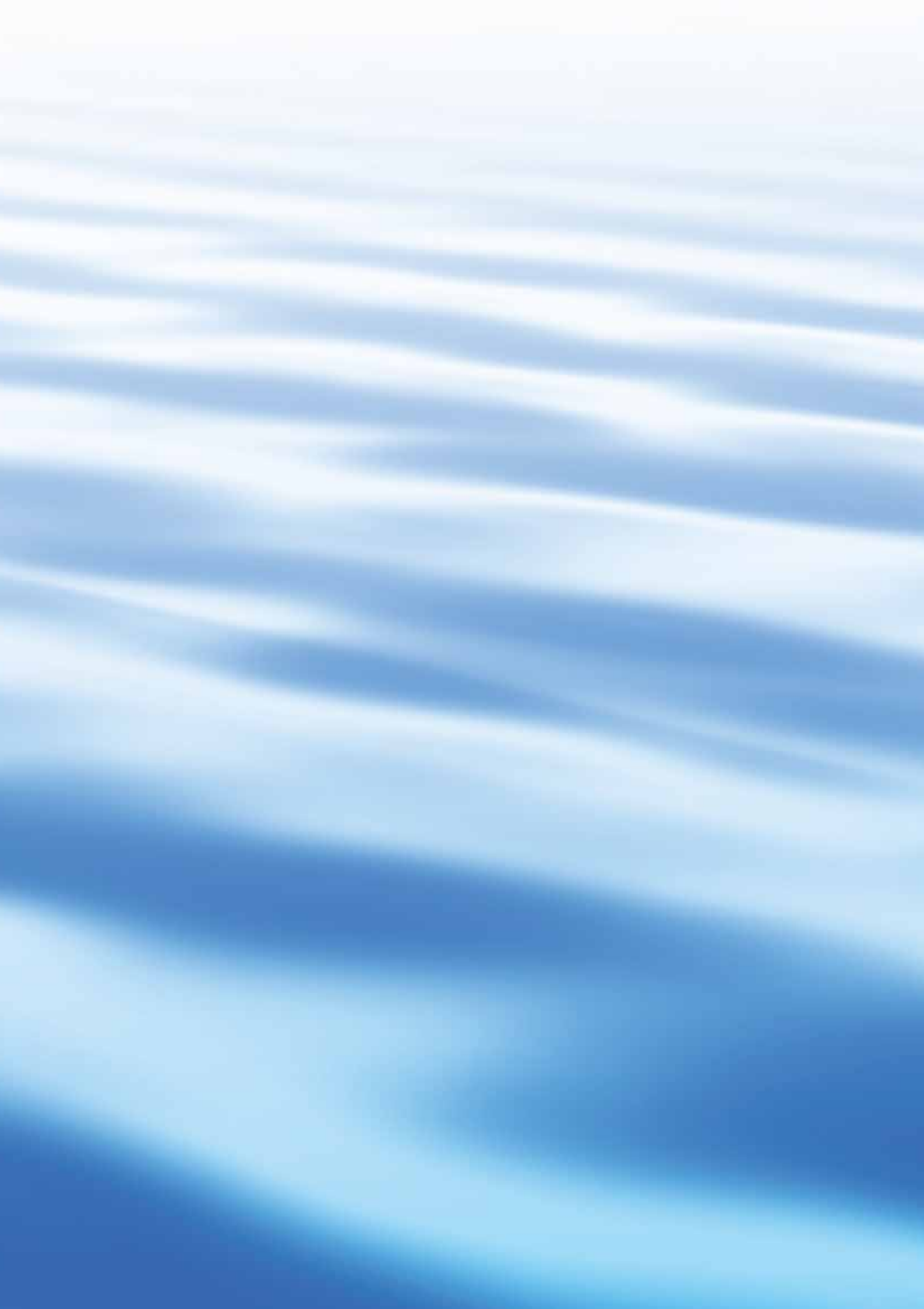
In the meantime, the business interruption policy was utilised as efficiently as possible and additional increased costs of working measures were employed including the development of an existing smaller kitchen adjacent to the main hall, the purchase of temporary mobile canteen furniture and other temporary measures to provide hot & cold food facilities during the interruption period.

CASE STUDY 2

Motor Parts retailer, circa £25,000 loss

Following severe flooding to a motor spares retailer's premises, loss adjusters were appointed by insurers to investigate the circumstances and agree settlement of the stock claim. From a review of the company's records it could be seen that as part of their standard in-house prudent accountancy measures, all goods over three years old or more were written down to zero value in their books, even though in practice these parts were regularly sold after this time at a profit to the business.

After protracted discussions with the loss adjusters on the issues of quantum and obsolescence, the claim was accepted and settled in accordance with the true indemnity value to the policyholder's satisfaction.



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Commercial Claims Service