

CLAIMS TRIAGE THE GOLDEN HOUR

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Solutions

- Setting the scene
- Advice to client
- Stabilising the Business
- Collating evidence
- Loss Mitigation
- Priorities
- Case Studies

AREAS TO
COVER

- Triage - Assessment of injury, allocation of resource
- The Golden Hour
- Application to claims

SETTING THE SCENE

- Actions taken in first 24 -48 hours post loss critical
- 70% of small businesses never recover from a major loss
- Clients expects assistance from their broker, insurers and loss adjusters

WHY IS IT
NEEDED?

ESTABLISH THE FACTS

- What happened?
- Outcome – any injuries/can the business trade
- Overview of damage – confined to one area or more widespread impact
- Are services still operating, power/gas/water/telecoms/alarm

- Cause – ceased or ongoing e.g. water ingress or flooding
- Have steps been taken to stop the damage – water turned off
- Have the utilities been notified e.g. water or electricity

IMMEDIATE
CONCERNS

- Scope, extent – is everything insured
- Can effects be minimised
- Availability of emergency repairs
- What is critical to the business

PROPERTY DAMAGE

- Who owns/controls what
- Owner / occupier
- Sole tenant
- Multi tenanted property
- Leasehold property
- Client's property

ESTABLISH
OWNERSHIP

- Act as if uninsured – what actions are critical to survival
- Re-assure customers
- Involve employees
- Analyse consequences – risks and how to reduce them

STABILISING THE BUSINESS

- Cost centre / code
- Record expenditure and keep receipts
- Understand cash flow implications
- Photograph damage
- Collate correspondence

COLLATING THE EVIDENCE

- Ownership
- Quantum
- Expenditure
- Documents
- Accounts

PROVING THE LOSS

- Forensic scientists
- Engineers / surveyors
- Restoration specialists
- Salvage merchants
- Forensic Accountants

OTHER PARTIES

- Establish action plan
- Agree cash flow forecast
- Hold regular reviews
- Resume trading
- Pre-empt problems

COMMUNICAT E & PLAN

- Why is this so important?

MITIGATING
THE DAMAGE

- Debris clearance – but not to disturb evidence
- Mopping up
- Drying and cleaning
- Salvage measures
- Temporary structures

PROPERTY
DAMAGE

SMOKE DAMAGE

- How smoke can cause problems
- Decontamination
- Impact of delay
- Advice from insurers
- Specialists from their supply chain

WATER DAMAGE

- Water problems – standing water, ventilation, saturation exposed
- Early action essential
- Protection of stock
- Engagement of insurers

IMPORTANT STEPS DAY ONE

- Establish a loss recovery team to control communications and actions
- Communicate with customers, staff and suppliers early on
- Prepare for loss adjuster visit to ensure you achieve what you need
- Make sure client is in control.

- Customers
- Production/supply
- Stock
- Premises
- Suppliers
- Cash flow

ORDER OF PRIORITIES

CUSTOMERS

- Identifying the customer base for the business
- Key customers
- Communications
- Contractual arrangements
- Possible restrictions to mitigation

- Degree of disruption
- Reinstatement lead-times
- Temporary equipment
- Sub contracting
- Using other facilities
- Buy in partially completed
- Competition

PRODUCTION/
SUPPLY

- Finished goods, work in progress, raw materials
- Lead times
- Air Freight options

STOCK

- Extent of damage
- Practicality / capacity of alternative sites
- Owned or leased (term, break clauses)
- Public Authority issues – planning, HSE, Environmental
- Alternative premises

SUPPLIERS

- Communication is essential
- Payment for historic and replacement stock
- Can suppliers assist in recovery plan
- Can supplies be brought forward to fill a void
- Build supplies into the recovery plan

- Priority for most policyholders
- Why it is important at an early stage
- Benefits for both sides
- Book review / interim payment meetings in advance
- Support expenditure and agree benchmarks early

CASE STUDY 1

Commercial Fire

- Prestigious West End Restaurant
- Fire in extract duct
- Kitchen destroyed
- Restaurant extensive damage
- Lower ground floor theme bar water and smoke damaged

SUMMARY



- Weekly GP - £60,000
- Time critical for reinstatement
- Potential time for specification and tenders – 3 months minimum
- Agreed project manager and specialist single contractor for repairs
- Full transparency – detailed daywork logs



- Complete strip out within 2 weeks
- Immediate commencement of repair work
- Fire occurred 30 July
- Reopened 28 September
- 8 weeks –
 - ICW costs circa £60,000
 - BI saving £1m+

CASE STUDY 2

High Net Worth

SUMMARY

- High net worth property on the south coast
- Separate buildings and contents cover
- 16 December vacated for holiday
- Very cold weather led to burst pipe
- Neighbour/key holder access
- Water cascading down stairs and through ceilings



- Insured was abroad at the time
- Both insurers notified and damage reclamation services offered
- By mid Jan, no action or attendance despite repeated requests
- Ongoing deterioration

- Immediate measures – water supply, electrics, security
- Specialist damage reclamation – water removal and drying
- Extent of damage identified and reported
- Cost of claim settled promptly

- What is claims triage
- Information gathering
- Providing advice
- Loss mitigation
- Claim process runs smoothly
- No surprises for the client
- Client satisfaction

CONCLUSION

CLAIMS TRIAGE THE GOLDEN HOUR

A Pathway to
Claims
Excellence

THANK YOU
FOR
LISTENING

Any questions?

