

PROPERTY CLAIM

**In the event of a loss, if necessary first contact emergency services – Dial 911.
As soon as possible -Contact your Insurance Agent and Property Manager.**

LOSS

Date of Loss _____

Location _____

Building Number and Unit Number (if applicable) _____

City _____ State _____

Claim Contact Person: _____

Claim Contact Phone Number: _____ Email: _____

DESCRIPTION OF LOSS

EXTENT OF LOSS & ESTIMATED DAMAGE COST

EFFECT ON BUSINESS (IS THE DAMAGED PROPERTY IN ANY WAY NECESSARY FOR THE INSURED TO CONTINUE OPERATING?)

GENERAL INSTRUCTIONS:

1. Protect the property from further damage:
 - Cover the property if it is exposed to the elements.
 - Board up windows and cover openings in the roof and exterior surfaces to prevent additional damage from wind, water, animals, and other causes of loss.
 - Make repairs if reasonable and necessary to protect the property from further damage.
 - Maintain a record of all expenses incurred protecting the property.
 - Separate damaged from undamaged personal property, if possible.
 - Dry out, clean, and disinfect the building with extractors, pumps, high speed fans and dryers. Clean and sanitize materials and equipment.
 - Set up Temporary electric, plumbing and heating facilities.
 - If there is standing water, the electricity should be shut off. The association may require a professional to do this.
 - Make sure that the area in which the loss originated remains intact so a cause and origin expert can inspect it, if needed.
2. Take photos of damage preferably before you take protective action.
3. It is helpful to have the Association's contractor inspect the loss with the adjuster.

4. Prepare inventory of personal property damage:
 - List quantity, description, actual cash value and amount of loss.
 - Attach bills, receipts, and related documents.
5. Retain damaged property until a claims adjuster approves disposal (unless a danger to safety):
 - The adjuster may need to inspect the property.
 - Items removed from a unit should be set aside for an adjuster to inspect.
 - The insurance company may be able to salvage the damaged property.
6. Notify police in the case of a theft.
7. Be prepared to provide additional documentation as requested by the adjuster.
8. Expect to be contacted by the claims adjuster within 48 hours:
 - If the damage significantly affects occupancy of the units, we will request that the insurance company expedite your claim.
 - Please let us know immediately if your circumstances change and this loss will have a greater effect on your Association than originally anticipated.

THE CLAIMS PROCESS

1. The Unit owner must file a claim under their individual unit owner's policy to cover the amount of the Master Policy Deductible or the Per Unit Deductible.
2. A claim is filed with the Master Policy, only when the cost of repairs exceeds the deductible on the Master Policy.
3. Once the claim is filed with the insurance company, within 48 hours, expect to be contacted by the Claims Adjuster. The Claims Adjuster is a representative of the company insuring your property.
4. The Claims Adjuster will set a time and date to meet with the designated Association contact person.
5. The Claims Adjuster will create an estimate of loss. We encourage you to obtain estimates of repairs from qualified contractors to share with the Claims Adjuster and/or have the Contractor at location during the Adjusters initial visit.
6. The claim estimate is based on the work that the adjuster determined needs to be completed to repair or replace that which was there, prior to the loss (less the deductible).
7. Once the Association and the Adjuster agree on an acceptable estimate of repairs, the Adjuster will send you a Statement of Loss to sign. The Statement of Loss is an agreement between the Association and the insuring company, of the cost of repairs, actual cash valuation and replacement cost holdback.
8. When the Statement of Loss has been signed and you receive approval to complete your repairs, the Association may make arrangements to start the repairs of damage by qualified, insured contractors.
9. The Actual Cash Value check will be issued to the Association. Claim payments will not be issued to the unit owner or property manager.
10. The Association will use these funds to complete the repairs.
11. When the repairs are completed, proof of repairs (photos and receipts) are provided to the Adjuster and the Replacement Cost Holdback amount will be issued by check payment to the Association.
12. If there are any changes in the scope of work, or if additional damage is discovered in the repair process, the Adjuster must be contacted immediately.
13. If there is any surplus of funds after the reconstruction has been completed, the association Board would make the decision to where the excess funds are allocated.
14. During the claims process, the Association's first point of contact is Adjuster. If you have any concerns, reach out to your insurance agency representative. *David Ficaro 603-737-6619 - dficaro@melcher-prescott.com*

