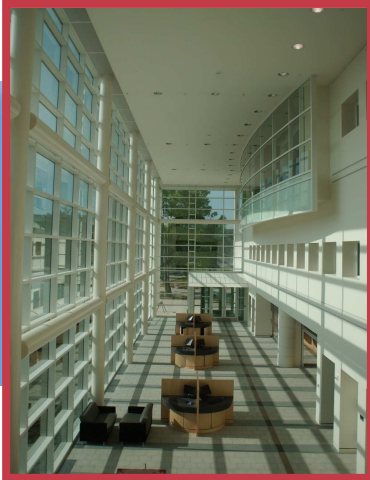


A Midwestern Higher Education Compact Program



2010 Annual Loss Control Workshop



Property Claim Management and the Silent Drivers of Cost

John E. McCarthy Marsh USA Inc,

MARSH

 MARSH MERCER KROLL
GUY CARPENTER OLIVER WYMAN



Property Claims—Many Involved

“A camel is a horse planned by a committee”

Anonymous

Risk Management

Engineering

Agent-Broker

Contractor

Accounting

Finance

Student Liaison

Dean

Attorney General

Facilities

Architect

Adjuster

Legal

Human Resources

Sales-Marketing

President

Provost

Environmental



Property Claims

“Johnny, do your homework”

Mrs. McCarthy

- **Be ready**
- **Strong working knowledge of the terms, conditions and limitations of the policy**
- **Know the account adjuster and the insurer’s claims supervisor and claims manager**
- **A current disaster-business continuation plan is in place—and the plan is monitored:**
 - **Leader—leader is empowered by pre-approved budget**
 - **Vetted contractors—immediate responders are known**
 - **Reporting protocols—alternative sourcing of services**



Property Claims—Addressing the Loss

**“I love deadlines,
I especially love the wooshing sound they make as they fly by”**
Douglas Adams

Protect the property

Schedule visits

Assign the claim team

Share information

Who will deal directly with the insurer?

Cash needs 30, 60, 90 days

Internally assess options

Who is to do what, and by when?

Use of experts

Subrogation

Interim and final payment

**“For every complex problem,
there is a solution that is simple, neat and wrong”**

Anonymous



Property Claims

Proof of Loss

Interim or final payment

Policyholder's obligation to file

Supported by documentation

May be used in court of facts and amount



Property Claims

Silent Drivers of Loss

Institution–student relations

Inefficiencies in the claim process

Preservation of reputation

Borrowing money

Unbudgeted cost of personnel

Time value of money

The cost of experts

Inexperienced personnel

Indecision



Property Claims

“Thank you for your time today.”

John McCarthy

Questions





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Thank you.