



USI Risk Strategies

Risk Management & Claims Resolutions Specialists



November 2009

Another Win for our Clients

LOSS DESCRIPTION

A well-established lumber manufacturer suffered a loss of their kiln-control room in a fire. Drying lumber in the kiln is a necessary process in order to sell certified kiln-dried lumber. Management took extraordinary steps to mitigate the impact of the fire and ensure minimal disruption to their customer base. Through these mitigation efforts the company incurred unusual extra expenses in addition to their other business interruption losses.

KEY CHALLENGES

- The original insurance company analysis valued the claim at about \$260,000, which was far below the actual loss amount.
- This was primarily due to the adjuster's lack of experience in the forest products industry and their misunderstanding of the interplay between the manufacturer's geography and their claim mitigation strategies.

CLAIM RESOLUTION HIGHLIGHTS

The manufacturer engaged our specialists to calculate a complete analysis of both the business income and extra expense elements of their loss. Due to our team members' significant understanding of the manufacturer's industry and digging into and documenting the extraordinary lengths the company took to mitigate their loss, a detailed and compelling claim calculation was created. We valued the claim significantly in excess of the insurer's original estimate and ultimately it settled for roughly \$650,000 more than the original claim.

CLIENT RESPONSE

Overall the client was very pleased with the outcome of our claim resolution approach. We valued the claim significantly in excess of the insurer's original estimate and ultimately it settled for roughly \$650,000 more than the original claim. Another big win for our client!

This example is typical of the many coverage and valuation issues that can come up in a large property claim. Having the ability to match resources with the insurer is critically important to the successful recovery of the client's claim. Please feel free to call us if your client has a challenging claim to resolve.



CLAIMS RESOLUTION SERVICES ALERT

Successful resolution of our clients' property and casualty claims requires the resources of a team of technical professionals with a wide array of talents. These experts all contribute to investigating, valuing, and resolving each claim we undertake. Our team includes experts in business valuation, forensics accounting, engineering, risk management, economics and property appraisal.

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USI is committed to excellence in each individual service we provide. Privately-owned and highly regarded, we're able to attract and retain top professional talent in all of our insurance practice areas. These include: commercial insurance, employee benefits, retirement plan services, executive benefits, business continuation planning, asset management, estate planning and personal insurance. We strongly believe that our clients can benefit from seeing and managing financial opportunities and risk from a unified perspective. Please ask your USI representative for additional information about the many ways in which we help clients create value and manage risk.

COMMERCIAL SERVICES

Commercial Insurance &
Risk Management Consulting

Employee Benefits

Health & Welfare Benefits
Retirement Plan Services
Executive Benefit Services
Voluntary Benefits

Business Resources

Corporate Transaction Services
Business Continuation Planning

Industry Specialization

Agri-Business
Healthcare Management Services
Life Sciences
Non Profit
Professional Services
Technology

PRIVATE CLIENT SERVICES

Estate Planning

Asset Management

Personal Insurance

Property, Auto and Liability Insurance
Personal Life, Health, Disability and
Long-Term Care Insurance

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