



USI Risk Strategies Risk Management & Claims Resolutions Specialists



October 2009

Another Win for our Clients

LOSS DESCRIPTION

A catastrophic fire at a unique medical diagnostic clinic caused a total loss to the building, office/laboratory furnishings and equipment, and significantly interrupted operations.

KEY CHALLENGES

- The fire destroyed most of the client's records, laboratory furnishings and equipment, which required our valuations specialist to develop a thorough and compelling inventory from minimal evidence.
- The client initially believed that since they were able to move the majority of clinic operations into a temporary facility quickly, they did not suffer a loss of income. Our investigation proved otherwise.

CLAIM RESOLUTION HIGHLIGHTS

We developed a detailed inventory valued at approximately \$2,000,000 from anecdotal and other available evidence. The insurance adjuster raised only minimal challenges to our valuation, and eventually paid the client the full limits of their policy.

CLIENT RESPONSE

Overall the client was very pleased with the outcome of our claim resolution approach. We analyzed the client's income over several years and developed a valid income loss that exceeded \$307,000. And this after the client stated their belief that they suffered no income loss! Another win for our clients!

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.

We recently assisted a client with the resolution of a complex property claim from a catastrophic fire. While we focused on assessing, valuing, documenting and resolving their claim with their insurers, our client was able to stay focused on restoring their business operations.



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.

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