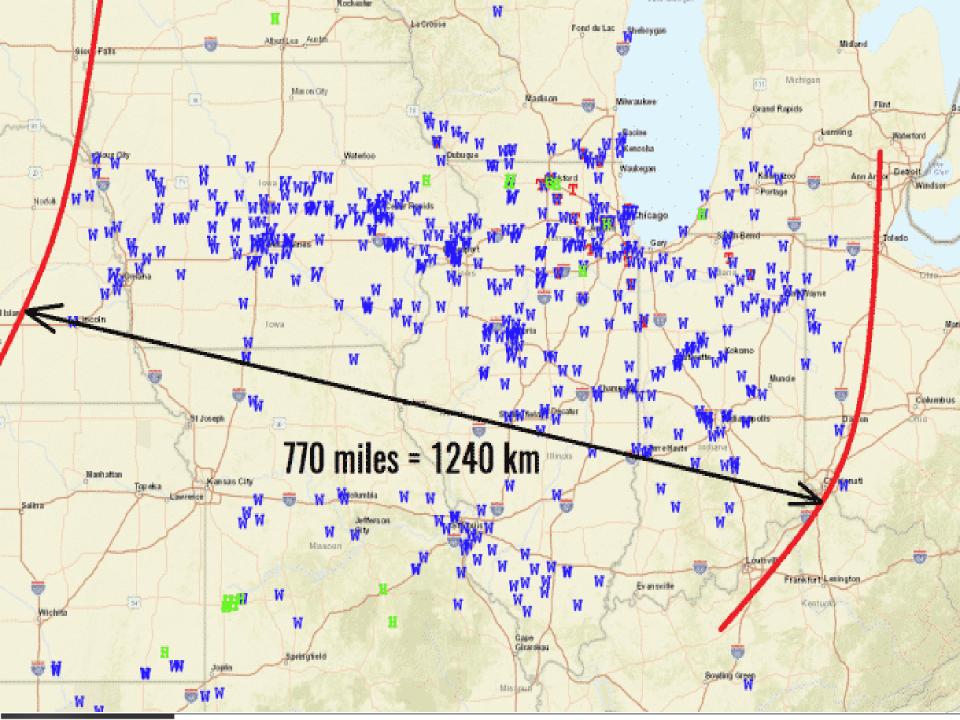
Impacts of the Derecho Storm and the Importance of Catastrophe and Disaster Planning

Greg Gonnering & Tyler Vancura

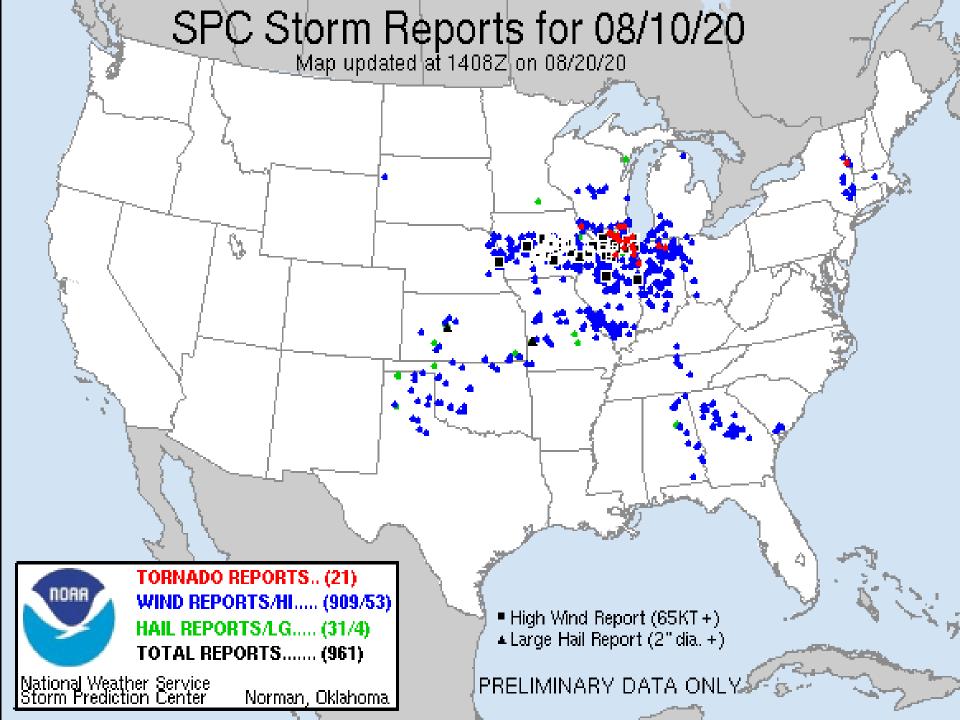


Derecho

- Definition:
 - a line of intense, widespread, and fast-moving windstorms and sometimes thunderstorms that moves across a great distance and is characterized by damaging winds
 - Simply put, a hurricane on land









Marion, Iowa 7-10-2019











DERACHO BECOMING MORE COMMON?

- 2019 Derecho July 19^{th} and 20^{th}
- From Minnesota through Wisconsin
- Power outages for up to 4 weeks in some spots
- Over 100mph winds
- 2 dead





Storm Response Procedures

- Have a plan in place
- Know responsibilities set for team
- Have relationships established with outside adjusting firms
 - Negotiate terms and pricing
 - Set expectations of claims service
- Template and Letters

Day 1 Expectation

- Contact all adjusters
- Set expectations with policyholders

 Response time
- Prioritize claims based upon damage
 - Have resources prepared for additional living
- Fastrack claims
 - Severity of loss

Preparing to Work with Outside Adjusters

Have these ready:

- Forms and Endorsements
- Claims Handling Guidelines
- FAQ Documents
 - Staff
 - Agents
 - Policyholders

LOCATION OF INSURED PREMISES: ACRES 1/4 SEC TIER RANGE 01 NE 24 094 027 02 160 SW 36 094 027 03 24 095 027 2407 180TH ST	TOWNSHIP NAME LUVERNE LUVERNE PRAIRIE	COUNTY ST ZIP 055 IA 50560 055 IA 50560 055 IA 50511
DEDUCTIBLE AMOUNT: \$1000 ALL PERIL		
COVERAGE C - PERSONAL PROPERTY COVERAGE D - LOSS OF USE REPLACEMENT COST - COVERAGE C **14-00300: NO FURTHER COVERAGE FOR DWELL SHINGLES OR ANY RESULTING INTERIOR WATER UNTIL SHINGLES HAVE BEEN REPLACED. NO FU COVERAGE FOR NORTH, EAST AND WEST SIDING REPLACED.	NO COV B	SUM NSURED PREMIUM 72,700 750.76 20,890 INCLUDED 34,540 INCLUDED INCLUDED
003 005 COV A-BF/RENTAL RESIDENCE 4 024 0 001 002 GARAGE 022 024 000 000	M-3	EPLACEMENT COST
INCLUDES EXTENDED COVERAGE & REPLACEMENT		FOR OUTBLDG
002 006 GARAGE 016 020 010 197 001 007 GARAGE 016 020 010 197 001 008 BROCK STEEL BIN 9000 BU 027 000 021 197 001 009 BROCK STEEL BIN 7500 BU 024 000 022 197 001 010 BUTLER STEEL BIN 7300 BU 024 000 020 197 001 011 BUTLER STEEL BIN 3000 BU 018 000 018 197 001 012 BUTLER STEEL BIN 3000 BU 018 000 018 197 001 013 BROCK GRAIN BIN 7500 BU 024 000 020 000 002 014 BEHLEN DRYING BIN 8500 BU 027 000 021 197 002 015 STEEL BIN 8000 BU 018 000	8 METAL 78 3 METAL 73 3 METAL 73 3 METAL 73 0 METAL 00 7 METAL 77 0 METAL 00 0 METAL 00 0 METAL 00 0 METAL 00 0 METAL 00 0 METAL 00 0 METAL 00	4,000 26.75 4,000 26.75 18,000 76.74 15,000 63.96 14,600 62.25 1,500 10.03 1,500 10.03 15,000 63.96 17,000 85.27 1,500 10.03 16,000 68.22 25,000 125.40 ENDORSEMENTS ON
001 018 MORTON MACHINE SHED 042 090 014 197 **14-00300: NO FURTHER COVERAGE FOR ROOF AND NORTH SIDE METAL SIDING UNTIL REPLACE	METAL	THE STRUCTURE

CONTINUED

Preparing to Work with Outside Adjusters Continued

- Depreciation
 - Maximum depreciation
 - Cosmetic vs functionality
 - Endorsements used and where they find them
- Settling Authority
 - Settle and close the claim
 - Pay ACV only
- Bring in an engineer or consultant- who makes that decision?

Setting Reserves

- Prepare accurate reserves
 - Receive additional cashflow from reinsure
 - Helps with closing the books
 - Limits pulling too much from investments

Issues That May Come Up

- Policyholders not answering the phone
- If multiple claims for the same policyholder have occurred, a different adjuster may be assigned to each
- Policyholders may need additional guidance with the claim
- Policyholders may take advantage of the situation and want everything fixed
- CAT Adjusters may sound funny

CROP DAMAGE ALONE

- 43% of the states crops were damaged
- 14 million acres of crops
- 8 million acres of corn
- 5.5 million acres of soy bean





Question?

