

# CASE STUDY FLOOD



**We awoke to water seeping under the door, through the walls.**

## ISSUES:

1. The Insured works and cares for their granddaughter in their home, so with a flood damaged home they would have had to find a rental house and provide a place for her to sleep. Time is an issue.
  - a. Insured needed some assistance with a reconstruction contractor. They agreed, If they have cash from the settlement they will be able to manage their own construction and proceed at their own pace?
2. The insured already had a full life and they could not afford any time to assist with the adjustment. They needed a company to supply the items necessary in the proof of loss; an assessment of lost building and personal property.
3. They read the flood policy and it is simply too complex for the insured with unfamiliar terms and conditions. The insured said, "we need a sure thing"!
4. The flood representative was at the house, but while there, he stated, that he was called back to California. What do they do now? Our answer, we are licensed and certified flood adjusters we'll simply file the claim as we see it. Can they change adjusters? not likely. What if they did not have faith in the adjuster handling their claim?
5. They asked, what part of the policy enables them to take charge of their claim, is it the proof of loss? Yes!
  - a. Having a building estimate prepared by licensed and certified public adjuster inclusive of all damage on replacement cost basis and not just cleaning can put you in control of your payment.
  - b. Personal property: their belongings were all damaged with nasty flood waters, so they needed a professional adjuster to advocate for them. We identified damaged from undamaged contents per the policy and put those in order on the contents sheet stating age and depreciation.

**Q.** Why did they need outside help and to contact a Public Insurance Adjuster?

\* They thought the Flood Adjuster ought to know that they were turning their claim over to a Public Adjuster, when the Flood Adjuster asking them question's, they did not know how to answer; such as:

\* Did they know, if the refrigerator was part of the building or the contents claim?

\* Could he come back in a couple of weeks?

\*\*

Did they think the contents would dry out on the curb? (The contents had thirty inches of class 2 water in them.) They knew they were in big trouble...

They already had a very busy and full life; they had to take their granddaughter to school, both of them

**National Disaster Recovery Services, Inc**

Phone: 713.294.6400 | 9003 Laverne Park Lane | Houston, Texas 77080 | LossSettled.com

had to go to work and with the chore of finding housing for several months, they only had so much time and limited knowledge of the claim process. They had to hire a Public Adjuster (PA) on a learning curve and they knew a PA would represent their claim and allow them to stay focused on their ongoing daily responsibilities. The insured decided to bring on a Settled PA and they knew that was the right and obvious way to get their claim **Settled**; the name says it all.

Adjust:<sup>[1]</sup>

To Settle or to bring to a satisfactory state, so that the parties are agreed in the result; as, to adjust accounts.<sup>[2]</sup>

Settled: past tense to settle (Verb used with object)

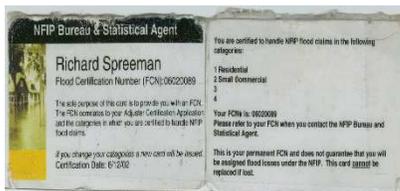
1. To appoint, fix, or resolve definitely and conclusively; agree upon (as time, price, or conditions).
2. To place in a desired state or in order: to settle one's affairs.



### Outcome:

The adjuster did not return to the flooded home. The Settled, Public Adjuster, was certified in flood losses, so he was able to send the flood claim into the assigned carrier adjuster with a standard proof of loss form.

The Flood Adjuster sent the claim in to the carrier, he received payment for the adjustment and the loss check for building and personal property arrived in three weeks, for a total of \$124,000. The insured received everything they wanted in the adjustment and more with the assistance of the Settled Public Adjuster; someone to care, someone to consult, an adjuster who could take care of the client all the way home and restore their hope in their insurance agent and the insuring promise.



**Settled**™ The Loss Recovery People.  
1.877.994.6404