



Presenting supplements to NFIP claims

A huge segment of the population has fallen through the cracks in the NFIP Sandy response.

Many have turned to the pro bono community for help.

From the pro bono community's perspective, however, sorting through insurance documentation can be challenging. Master Claims Consultants provides ongoing education and training in documenting and processing NFIP claims. We are now also offering estimating and claims preparation services to address this unmet need.

Preparing a claims package to document the loss

It's not enough to just file a Proof of Loss form without the proper supporting documentation.

We can teach you how to analyze the claims and put together a comprehensive claims package, including the Proof of Loss forms.

Additionally, a veteran general contractor will be provided to review estimated damages.

What basic claims package will include

- Xactimate estimate of covered damages. The estimate will identify depreciation.
- Replacement cost valuation report on the property for co-insurance and total loss purposes
- Forms completed include Proof of Loss, Replacement Cost Proof of Loss, ICC Proof of Loss.
- Recap by trade and category report
- Scope analysis report

The above makes up our claims abstract, which is a package of reports you can submit to document and present a claim.

The fee for the package is currently estimated at \$1,250.00. One half will be due up front, the remainder of the fee due upon delivery.

Please note, more complicated claims packages may require more time and effort, thereby requiring a higher fee. Also, the \$1,250.00 fee is subject to change for new clients depending on circumstances that cannot easily be foreseen, such as demand and the level of work required.

How it works

If you have a client who needs an estimate and proof of loss presentation, call us.

The first step in our process will be an interview with you, the homeowner, or both, as you see fit. We will help you determine the viability of the supplemental request.

If you decide to enlist our estimating and claims documentation services, an action plan will be developed with you and the homeowner.

An estimator will then be sent to the property to measure, take field-notes, and interview the homeowner. From this inspection, interview and analysis of your paperwork, the claims package will be produced.

The package will be ready for presentation to the flood insurer and adjuster, only requiring the homeowner's review and signature (notarized).

IMPORTANT: Be aware of critical upcoming deadlines

You will need to ensure that the completed package is presented to the flood insurer and adjuster on time, in light of FEMA's interpretation of how the limitations period to file suit may accelerate the proof of loss deadline. It is imperative that you inform us of this deadline as far in advance as possible, so that we have enough time to help.

Additional experts – Engineers and surveyors

The homeowner may need to hire an engineer to determine causation or coverage under NFIP (for instance, the earth movement exclusion). Additionally, a surveyor may be necessary (for instance, the basement exclusion). These additional experts are outside the scope of this proposal.

Costs

Claims abstract - \$1,250.00

The initial consultation with the homeowner and pro bono attorney and the analysis of the claims viability is complimentary at the moment.

If demand exceeds our capacity to serve, the fee may increase. Additionally, fees for larger claims will be subject to negotiation.

Once retained, we will inspect the loss and produce a series of reports to document the claim (see above, "What the basic claims package will include").

Additional services

There may be other areas of possible need by the homeowner and the legal assistance group helping them. We offer these services as optional at an additional charge.

Exception sheet - \$300.00

An exception sheet is an analysis showing line by line, room by room, the differences in the insurance company's last offer and our estimate. This document can be invaluable to whomever is negotiating the claim as it displays the difference between the two estimates as well as our reasoning for those differences in narrative form. Charges for more complicated estimates will be quoted as requested.

Personal assistance explaining the estimate - \$125.00 per hour, with one hour minimum

If desired, our estimators can personally explain any aspect of the estimate via phone calls, emails or contact with the carrier for a charge of \$125 per hour (minimum of one hour). Additional time requested by the client at the same rate.

Many times, an attorney or homeowner does not feel comfortable explaining the technical aspects of a construction estimate. This is understandable, as this is an area of expertise that can take years to master.

This offer is for the pro bono community only

We are not providing this service at this rate to attorneys who are charging clients on an hourly or contingency fee scale.

While we provide this service along with many other litigation support functions to a number of law firms, it is not at this fee.

This is our bare bones cost which is only offered as part of our charitable efforts to the pro bono community.

However, we are not acting as public adjusters. This claims package is for documentation purposes only. We cannot negotiate the claim. We can only explain the construction aspects of the estimate.

If you are interested in this service, feel free to call our toll free number.

Our contact information is as follows:



(888) 519-1978

Email inquiries info@masterclaimslc.com

Website www.masterclaimslc.com

We look forward to our continued service to the community, and we welcome your inquiries and an opportunity to help your clients.

Best regards,

David Charles
President

Master Claims Consultants, LLC