



CAM Conference Claims Panel Topics

October 20, 2014

Sales Representative's Responsibilities

- ▶ Communicating coverage options
 - A set process that each sales rep must discuss with each client
 - Released vs. Full Value
 - Deductibles
- ▶ Benefits of movers coverage vs. home owners policy
 - Common exclusions and exceptions
 - Deductibles
 - Claim processing
- ▶ Providing documentation describing coverage options
 - Each carrier should be providing a document, hard or digital to each client



Sales Representative's Responsibilities (cont'd)

- ▶ Exclusions to carrier liability
 - Documentation should provide the client with the clear definitions of coverage especially for defining exclusions to coverage.
 - Common exclusions no communicated
 - Client Packed Cartons
 - High-value Articles
 - Jewelry, Currency
 - Sentimental Value
 - Owners Risk



What is a real claim and what is not

- ▶ If you sell it, the client has the right to use it.
- ▶ Claims forms and process to file.
- ▶ All claims are real until proven otherwise.
 - Common reaction when a claim is received.
- ▶ Each claim must be investigated from an impartial perspective to determine liabilities.
- ▶ Each action taken must be supported by the contract documentation and processed on the terms of coverage sold.
 - The coverage is black and white, so should be the process and settlement.



False claims

- ▶ Investigation and evidence must clearly show that a claim is false before the accusation of a false claim can be presented to the claimant.
- ▶ Reporting false claims to authorities
 - Be careful this could get into a serious legal action



Areas of risk

- ▶ Packing/Unpacking
- ▶ Loading/hauling/Unloading/Warehousing
- ▶ Concealed damage
- ▶ Exclusions to liability
- ▶ Property/Residence damage



Expensive claims

- ▶ Determining maximum liability
 - In-home inspection
 - Repair estimates
 - Photographs
 - Replacements
- ▶ Reporting to mover/carrier insurer for liabilities in excess of deductibles
 - Do not waste your time.
- ▶ The importance of independent adjusters
 - For large, expensive or contentious claims, use professional certified adjuster. This will provide an impartial approach and report as to how the loss should be processed.



Damage to floors and residences

- ▶ Training
- ▶ Protection equipment
- ▶ Documenting acknowledged damages

