

Non-Litigated Claims Update

Claims Committee

June 13, 2024



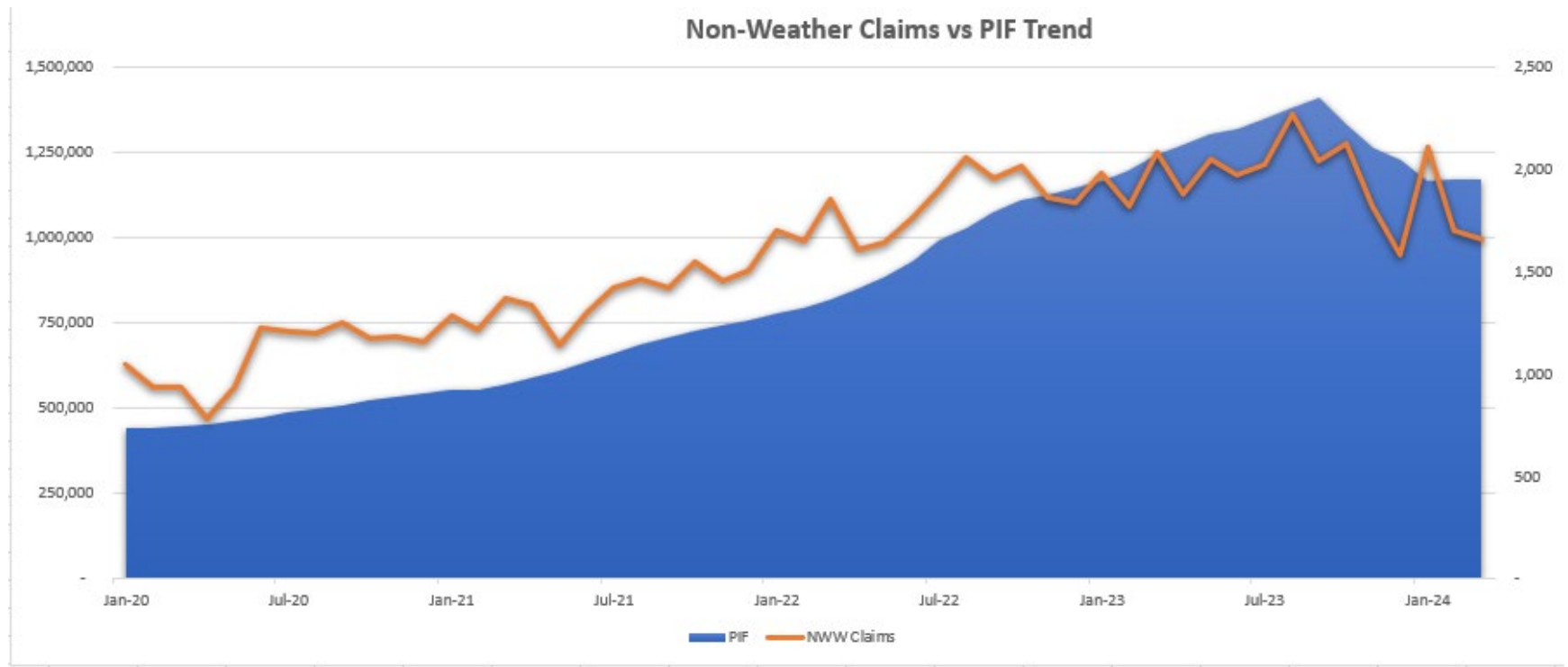
Catastrophe Testing Update 2024

- Catastrophe Readiness across systems, testing and planning currently at 82%
- Load testing for critical systems to test 450K event to be in progress with full analysis of results in early June
- Primary and supplement FNOL call center stress was completed in April and May. Additional supplemental vendor test to be completed in late June
- GIC damage assessment tool for catastrophe set for implementation after updates in June and July
- Adjuster virtual onboarding planning completed and set to engage new Independent Adjuster firms and phone system

Key Initiatives for Non-Litigated Claims

- Integration of new Comprehensive Adjusting Services into the non-catastrophe workflows
- Training and evaluation of new firms
- Ensuring firms are ready for catastrophe season
- Runoff of claims from firms under prior contract
- Including more firms in commercial claims handling under new contract

Non-Weather Water Trends



Non-Litigated Claims Data

- New claims reported have decreased 37% from April 2023 primarily due to no major storm activity in April 2024
- Total claims pending have decreased 26% from April 2023
- New Non-Weather Water claims reported decreased 18% from April 2023
- Non-Weather Water claims reported decreased month over month from October 2023 with the exception of January 2024
- Emergency Water Restoration Services acceptance rate has increased 7% from April 2023
- Managed Repair Program participation rate has increased 2% from April 2023

Questions?

