

Non-Litigated Claims Update

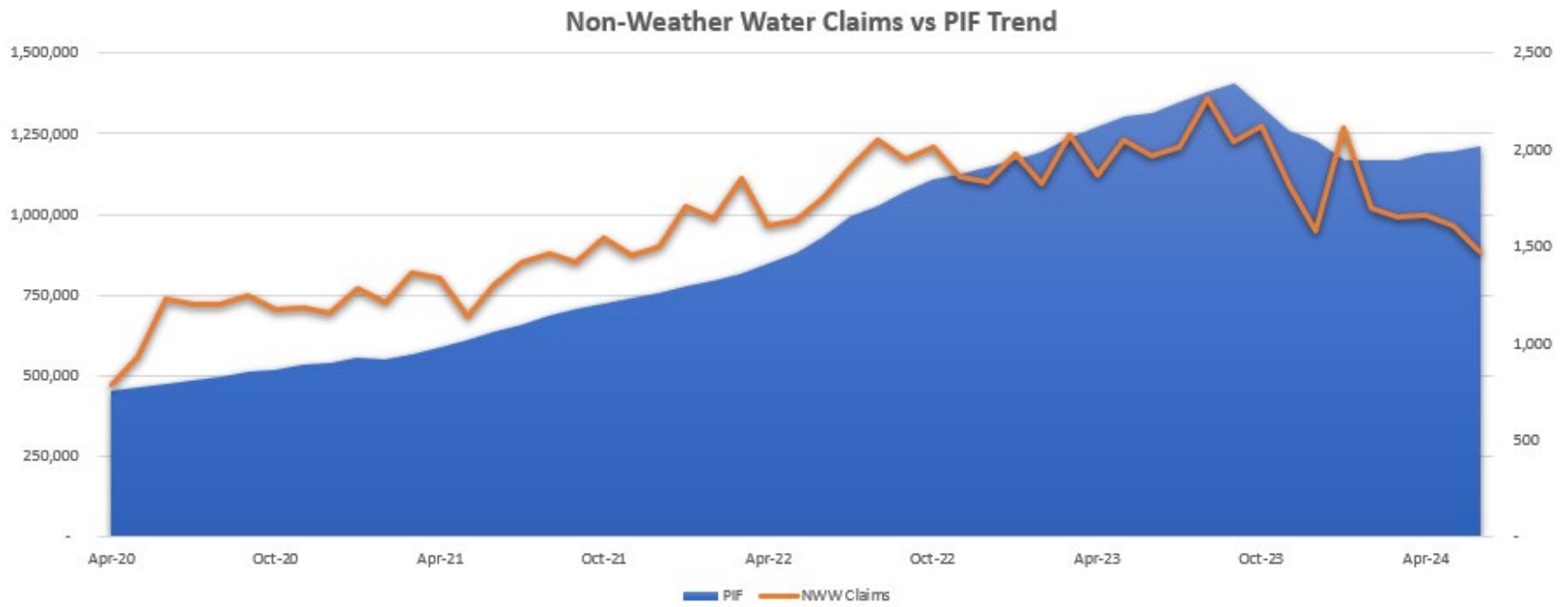
Claims Committee
September 12, 2024



Key Initiatives for Non-Litigated Claims

- Successful transition to new Independent Adjuster firms on July 29
- Continued buildout of new phone platform for firm accountability and catastrophe resources
- Deployment of both Field and Desk adjusters for Hurricane Debby
- Staff adjusters are handling reopened claims from firms that no longer have a contract with us
- Commercial Desk deployment of one resource from each of the Tier 1 firms to ensure they know systems and processes

Non-Weather Water Trends



Non-Litigated Claims Data

- New claims reported have decreased 19% from July 2023
- Total claims pending have decreased 20% from July 2023
- New Non-Weather Water claims reported decreased 19% from July 2023
- Non-Weather Water claims reported have varied between 1400-1600 this year with the exception of January at 1950 claims reported
- Emergency Water Restoration Services acceptance rate has decreased 1% from July 2023
- Managed Repair Program participation rate has increased 3% from July 2023

Questions?

