

Non-Litigated Claims Update

Claims Committee

March 6, 2025



Catastrophe Update

- Received a total of 79,364 claims from Hurricanes Debby, Helene and Milton
- We still continue to receive a high volume of claims for the 2024 hurricanes with 3,156 claims reported this year
- 761 Commercial claims
- Tier 1 firms now handling all new claims for the 2024 hurricanes
- Hurricane debrief completed and enhancements added to Catastrophe Preparation for 2025

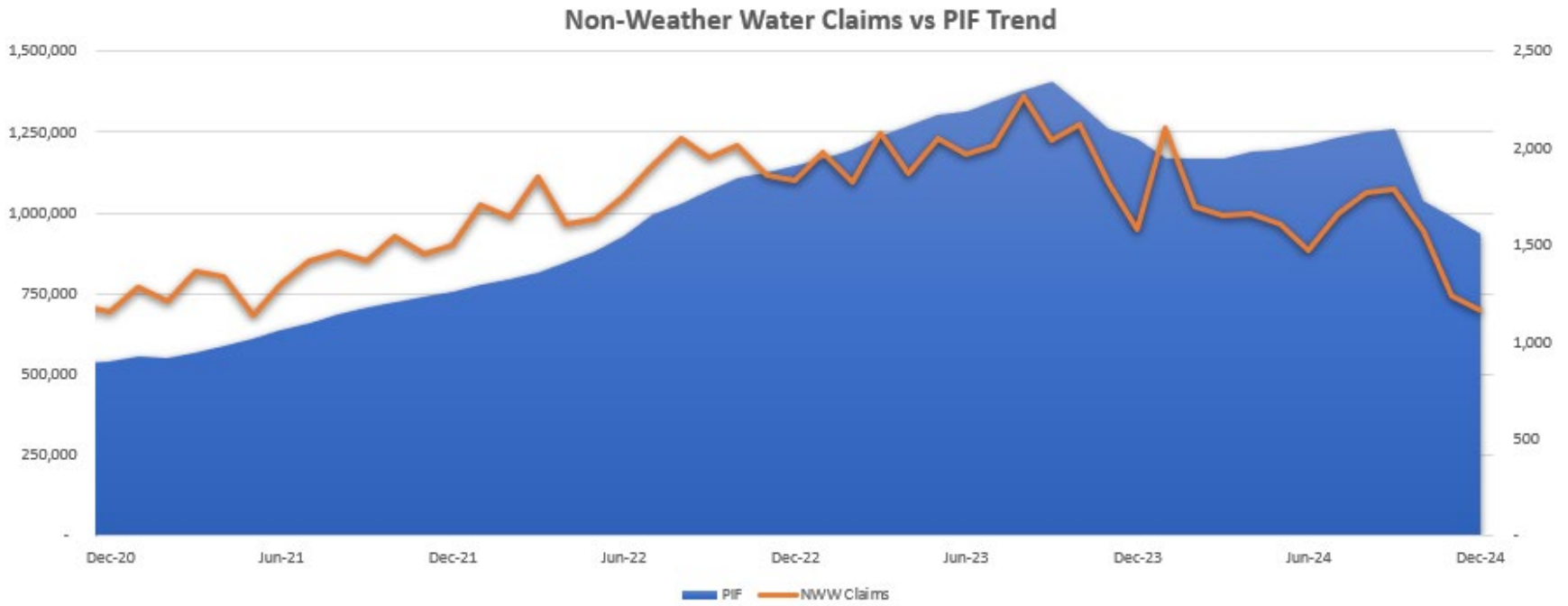
2025 Catastrophe Testing

- First Notice of Loss call center stress testing
- Catastrophe Response Center exercise
- Contingency Check Printing
- System Performance Load testing
- Claims Service Vehicle Readiness testing

2025 Catastrophe Preparation

- Updating changes to Independent Adjuster onboarding process
- Implementing multiple data sets in Xactimate for IA firms
- Complete documentation of offboarding Tier 2 and 3 firms in the later stages of the response
- Updating processes around incoming documents on closed claims
- Mobile Home Total Loss process enhancements
- ClaimCenter review queue and Quality Assurance enhancements

Non-Weather Water Trends



Non-Litigated Claims Data

- New claims reported have increased 16% from December 2023 in part due to Hurricane claims still be reporting
- Total claims pending have increased 1% from December 2023
- New Non-Weather Water claims reported decreased 30% from December 2023
- Non-Weather Water claims reported have decreased 30% from December 2023 from July through September from 1588 to 1704 per month
- Emergency Water Restoration Services acceptance rate has increased 16% from December 2023
- Managed Repair Program participation rate has decreased 6% from December 2023

Questions?

