



Business Insurance Claims Consulting

Providing clients with the professional guidance necessary to assist their successful recovery from catastrophic loss.

Deloitte Risk and Financial Advisory

Every year, natural and man-made disasters strike hundreds of businesses. Fire, flood, explosion, product recall, e-business failure, environmental damage, fraud...the list of potential exposures is endless. Even with ample insurance and business continuity plans, a catastrophic event can interrupt operations and cripple a business.

Who We Are

Our Business Insurance Claims Consulting practice is composed of a team of individuals with diversified background and technical specialties. With decades of experience, we are widely recognized as leaders in complex claims preparation. We have one of the largest contingents of full-time professionals in North America and across the globe through the Deloitte Touche tohmatsu Limited (DTTL) member firms. Our global network of professionals includes dedicated insurance claims practitioners in the following cities and countries:

USA

Chicago
Dallas
Houston
Los Angeles
Miami
New York
Philadelphia
San Francisco
Washington, DC

Belgium

Diegem
Kortrijk

Canada

Calgary
Montreal
Toronto

Cayman Islands

Australia
Melbourne
Sydney

Denmark

Arhus

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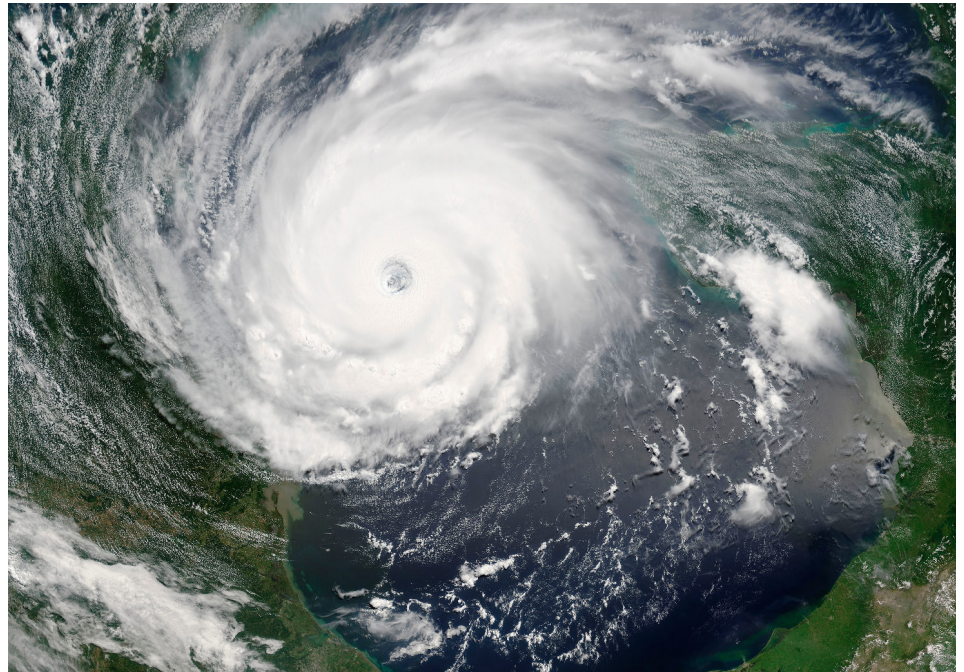
Our professionals work closely with our clients to respond to their specific needs and to evaluate options available for solving particular problems. In addition, our practice has established a strong reputation for achieving results for our clients and has gained professional recognition among risk managers, brokers, underwriters, insurance adjusters and attorneys. Our experience spans a wide range of industries, including health care, mining/metals, refining/chemical, utilities, manufacturing, hospitality/real estate, high technology, environmental and many more.

How We Can Help

In the aftermath of a disaster or crisis, a quick and informed response is critical to minimizing the losses and ensuring the long-term viability of the business. Once the situation has stabilized and employees and customers are safe, management needs to focus on resuming operations. There may be facilities that need to be rebuilt, a business that must be re-established and insurance claims to prepare, negotiate and settle. In addition, there are many other important issues facing management – cash flow, employee retention, public relations and business strategy. At a time like this, dealing with insurance and the associated financial recovery is best handled by an outside consultant with the resources and experience to help generate the best possible outcome.

The Business Insurance Claims Consulting team at Deloitte provides clients with the professional guidance necessary to assist them in their successful insurance recovery from a catastrophic loss. Our team of experienced professionals is dedicated solely to handling insurance claims and the quantification of damages. Our consultants have assisted in the preparation, quantification, negotiation and settlement of thousands of claims totaling in the tens of billions of dollars related to the following:

- Property damage, extra expense and business interruption claims (including contingent business interruption)
- Product recall claims



- Builder's risk claims
- Fidelity claims
- Insurance litigation
- Environmental/pollution claims
- Trade disruption claims
- Insurable values (property and business interruption values)
- Maximum Probable Loss (MPL) studies

We have provided business insurance claims consulting support in a wide range of industries for virtually every type of loss. We take a comprehensive team approach, working closely with our clients' risk management, financial, operations, sales, accounting, and, if necessary, legal personnel. Our extensive experience calculating claims, combined with our clients' unique understanding of their own business and operations, helps us to prepare and assist clients in submitting claims quickly. Then, we can further assist and counsel our clients in dealings with their insurers. Our goal is to secure the maximum allowable claim settlement in the shortest possible time.

Services We Offer

Loss Accounting Procedures and Systems

Accounting for a loss is different than accounting for "business as usual." The establishment of an appropriate system to account for loss-related expenditures can greatly simplify and expedite the claim and cash advance process. We work with our clients' accounting personnel to create procedures and a system that incorporates all the costs and documentation necessary for a complete claim.

Claims Preparation

The insured is responsible for the preparation of the claim. A properly prepared and documented claim is a task that can be time consuming, burdensome and confusing to the uninitiated. We have assisted in the preparation of thousands of successful claims for our clients. We have the knowledge, tools and experience to accurately and expeditiously prepare our clients' claims. We also assist in providing the insurers documentation to substantiate cash advances or partial payments.



Assistance in Negotiation and Settlement of Claims

After the claim is prepared, we may be asked to act on behalf of the insured in discussions with the insurance company representatives and the accountants retained to audit the claim. Our participation as an intermediary facilitates communication and cooperation and helps level the playing field when insurers and their retained experts make challenges to the claim. We serve as an advisor to our clients, while ultimate claim agreements and settlements are their decision. The insurance company will hire expert advisors, and insureds should consider doing so as well.

Providing Expert Testimony

Although litigation concerning claims is not frequent, sometimes issues between parties cannot be resolved, and matters are litigated. We work with our clients' legal counsel to provide financial analysis and quantification of the issues, as well as presentation of formal testimony in appraisals, mediations, trials and other forums.

Unique Service Capabilities

The insurance claims practice at Deloitte developed unique tools and services as the result of our experience and the feedback of our clients. We have learned that the successful resolution of complex claims requires a multidimensional approach and service team. Examples of additional capabilities that may enhance the quantification, negotiation and settlement process include, but are not limited to, the following:

- Deloitte On-Line (Internet portal that can be used for claim document and process management)
- Real estate site selection services

About Deloitte

As used in this document, "Deloitte" means Deloitte Financial Advisory Services LLP, which provides forensic, dispute, and other consulting services, and its affiliate, Deloitte Transactions and Business Analytics LLP, which provides a wide range of advisory and analytics services. Deloitte Transactions and Business Analytics LLP is not a certified public accounting firm. These entities are separate subsidiaries of Deloitte LLP. Please see www.deloitte.com/us/about for a detailed description of the legal structure of Deloitte LLP and its subsidiaries. Certain services may not be available to attest clients under the rules and regulations of public accounting. As a non-legal service provider, Deloitte's discovery services are provided under the direction and supervision of its client's legal counsel.

- Strategic tax consulting relating to insurance claim issues
- Pre-loss planning

Value to the Client

- Level the playing field opposite insurance company accountants
- Speed the quantification, negotiation and settlement process, resulting in improved cash flows for the client
- Allow the client to focus on their business and event recovery
- Decades of assisting our clients in maximizing insurance claim recoveries guided by policy language
- Respected policyholder consultant without conflicts of interest

Contact us:

Katie Pavlovsky

Principal | Deloitte Risk & Financial Advisory

Deloitte Financial Advisory Services LLP

Tel: +1 713 982 4358

Email: kpavlovsky@deloitte.com

Dan Zielke

Managing Director | Deloitte Risk & Financial Advisory

Deloitte Financial Advisory Services LLP

Tel: +1 212 492 3943

Email: dzielke@deloitte.com

Ben Solomon

Senior Manager | Deloitte Risk & Financial Advisory

Deloitte Financial Advisory Services LLP

Tel: +1 312 486 3482

Email: besolomon@deloitte.com