

# Property Claims



## **In the event of damage to your building or contents:**

1. Protect the property from further damage:
  - a. Call the proper authorities and utilities (gas, electric, telephone).
  - b. Take photos of the damage before having emergency repairs made, such as boarding up windows or covering holes in the roof.
2. Call Marshall & Sterling Upstate, Inc. to report the loss.
3. Call a contractor to estimate the building damages.
4. Separate damaged contents from undamaged contents. Do not discard any items until the claims adjuster gives you the authority to do so.
5. Keep records of expenses if you are forced to temporarily relocate your business.
6. Do not authorize repairs until the claims adjuster has given you the authority to do so.

## **After we report the claim to the insurance company, the claims adjuster will:**

1. Contact you by phone or mail to discuss the loss
2. Arrange for an appraiser to inspect extensively damaged property
3. Assist you with your choice of contractors to make the repairs
4. Contact you for a settlement

**If at anytime the claim is not being handled to your satisfaction  
or should you need assistance, please contact**

**Karen Lockrow, [klockrow@marshallsterling.com](mailto:klockrow@marshallsterling.com) / 518-943-3900 ext. 1043**

# PROPERTY DAMAGE CLAIM

## LOSS

Dates \_\_\_\_\_

Location \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_

## DESCRIPTION OF LOSS

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## EXTENT OF LOSS

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## EFFECT ON BUSINESS (IS THE DAMAGED PROPERTY IN ANY WAY NECESSARY FOR THE INSURED TO CONTINUE OPERATING?)

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## INSTRUCTIONS:

1. Protect the property from further damage
  - Cover the property if it is exposed to the elements
  - Make repairs if reasonable and necessary to protect the property from further damage
  - Maintain a record of all expenses incurred protecting the property
  - Separate damaged from undamaged personal property, if possible
2. Take photos of damage preferably before you take protective action
3. Prepare inventory of personal property damage
  - List quantity, description, actual cash value, and amount of loss
  - Attach bills, receipts, and related documents
4. Retain damaged property until a claims adjuster approves disposal (unless a danger to safety)
  - The adjuster may need to inspect the property
  - The insurance company may be able to salvage the damaged property
5. Notify police in the case of a theft
6. Be prepared to provide additional documentation as requested by the adjuster
7. Expect to be contacted by the claims adjuster within 48 hours
  - If the damage significantly affects your continuing operation, we will request that the insurance company expedite your claim
  - Please let us know immediately if your circumstances change and this loss will have a greater effect on your business than originally anticipated

## **USE THE FOLLOWING IF A POTENTIAL BUSINESS INTERRUPTION CLAIM IS INVOLVED**

8. Business interruption or extra expenses due to loss
  - Record all expenses incurred due solely to the loss
    - Wages for employees involved in clean up or repair
    - Overtime paid for employees to fulfill orders that would have been completed during normal hours if not for the loss
    - Outside vendors involved in clean up, repair, etc
    - Leasing of temporary space until your facility is repaired
    - Leasing or purchase of any items necessary to continue operations
    - Other
  - Record all expenses that you continue to incur despite the necessary suspension of your operations
    - Wages for employees who were sent home but still paid (may be covered for continued payroll)
    - Other
  - Document any business lost due to the necessary suspension of your operations
    - Canceled orders
    - Refused orders
    - Other
  - Complete financial records may be necessary to determine your lost income due to the loss
    - Your accountant may be able to help, especially if your on-location financial information was destroyed due to the loss
    - The insurance company may assign an accountant to determine the exact amount of your loss