

Information to Help the Insured

Unfortunately, we are faced with a historic, deadly and extremely damaging event that must be overcome. Please know help is on the way. Everyone's loss will be adjusted as soon as possible. Recovery is beginning. Immediate resources available are limited, whether this be available adjusters, available construction workers or available materials; but additional resources are on the way.

We have prepared this to help you understand the policy terms and conditions and it is only a guide. Please refer to our website at www.colonialclaims.com for a complete copy of your Dwelling (for homeowners), General Property (for businesses) or Residential Condominium Building Association Policy (for those types of condominium buildings).

PREPARING FOR THE ADJUSTER:

The adjuster will want to see all damaged items to be considered for payment. Make sure you have adequate photos of all rooms and contents to be claimed. If discarding anything before inspections, photos are required. Serial numbers, make, and model will be required on HVAC, electronics and appliances.

Prepare an inventory of the damaged items with their replacement cost and age if there are contents you want to claim.

CAUTION: DO NOT SIGN open ended contracts with remediation or reconstruction companies without detailed scope and pricing.

All bills should be reasonable. Bills that appear to be higher than reasonable may be audited. The flood policy will not pay for inflated labor and material costs, only what is reasonable and prudent.

LABOR AND MATERIAL RATES:

Building material and labor rates will be paid based on available estimating prices in your location with like kind and quality items. The policy does allow for unseen and unknown hidden and covered damages, and supplemental claims can be filed for these.

DWELLING POLICY: Special Items of Note

- Business related personal property is limited to \$2,500. Some other items within this special limit are: Artwork, photographs, collectibles, jewelry, watches, furs, etc.
- Contents must be fully enclosed in a building on the premises and if the contents are in a shed, the shed must be affixed
- Replacement Cost: If the dwelling is owner occupied, single family, the primary residence, and insured to 80% of replacement cost value (or the maximum policy limits available), your risk will qualify for Replacement Cost coverage. All other losses are actual cash value and all contents are actual cash value (meaning depreciation will be applied).

GENERAL PROPERTY POLICY: Special Items of Note

- Contents must be *fully enclosed* and in the insured building *only*.
- We will need copies of lease agreements between the building owner and tenant.

RESIDENTIAL CONDOMINIUM BUILDING ASSOCIATION POLICY: Special Items of Note

- The NFIP dictates what building items are paid by condominium policies and unit dwelling policies
- The RCBAP will pay for all covered building damages until limits are exhausted regardless of what the condominium documents dictate
- Condominium unit dwelling coverage will serve as excess loss coverage, if applicable

MOLD:

The insured has a duty to prevent mold if possible. Your efforts to mitigate and tear out can eliminate or help control this. Lack of mitigation may result in denial of mold or mildew related costs. Inaccessibility to the risk will be considered for coverage.

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ASBESTOS:

Asbestos removal and disposal must be documented if there are additional charges for handling.

REMIEDIATION: – The policy will pay for:

- Air movers
- Dehumidifiers (but not in a crawl space)
- Water extraction if necessary.

DEBRIS REMOVAL COVERAGE:

- The policy will pay for debris removal of covered property only. The **policy will not pay for removal of non-covered buildings or contents.**
- The policy will pay for dumpsters if they are necessary.
- The policy will not pay for removal of debris from the premises unless the debris is **IN** or **ON** your insured building.

PAYMENT:

- Request an advance if needed. All losses will be settled as soon as possible.

COVERED PROPERTY – Building items covered:

- Drywall up to 4 feet- if interior water line is below 4 feet. Up to 8' if water is between 4-8'.
- Paneling up to 8' or as needed.
- Wallpaper up to ceiling height or as needed.
- Electrical outlets up to water line.
- Doors and casings as needed.
- Windows and window trim as needed.
- Damages to base and upper cabinets as needed. *(There is no coverage to match damaged cabinets to undamaged cabinets).*
- Floor insulation is covered if wet

Policy will not pay for these items:

- Environmental removal suits
- Debris bagging charges
- Mold testing charges
- Mold remediation without mitigation or if remediation was out of insured control
- Coverage for any property underground, including pipes, wiring, sewer, and water pumps
- Coverage for outdoor property such as trees, fences, gazebos, hot tubs, pools, pool heaters, bulkheads, retaining walls, water pumps
- Coverage for generators to provide power to the building during demolition or reconstruction will be determined on case by case basis
- Coverage for auto or marine items except on a commercial property.

Contents in a garage:

Contents in a detached garage should be covered and contents in an attached garage may be restricted depending on zone, FIRM and date of construction. However, car and marine items are excluded.

ICC Coverage:

If your building is substantially damaged, the local building authorities may insist it be elevated higher. Increased Cost of Compliance coverage may allow up to \$30,000 for this, but it is within the statutory limit of liability and subject to all other policy terms and conditions.