



CRL Property Training

September 8, 2026- September 10, 2026

Location: Marsh: 3560 Lenox Rd, Suite 2400, Atlanta, GA 30326

Audience: CRL Property Members

Dates and Times:

- **September 8, 2026: 5:00 – 7:00 PM** Marsh Sponsored Reception (Heavy Appetizers) Mission + Market (3550 Lenox Rd NE Ste 550, Atlanta, GA 30326)
- **September 9, 2026 – September 10, 2026: 8:00-5:00 PM each day**

Session Topics:

- **Emerging Trends:** This session explores the key market trends shaping public entity property programs today. Participants will gain insight into how evolving risks, economic pressures, and industry developments are influencing coverage, pricing, and program structure.
- **Updates to the CRL Master Policy Form and Excess of Loss Reinsurance Agreements:** This session will provide participants with a comprehensive overview of recent updates to the CRL Master Policy Form, including key revisions to coverage language, and an overview of the loss reinsurance agreement. Participants will gain insight into how these changes impact coverage interpretation and influence claims handling practices.
- **Navigating Coverage Questions and the Coverage form – Real-World Scenarios:** This interactive session will engage participants in case studies designed to apply policy language to real-world property loss scenarios. Participants will develop skills in resolving coverage disputes, communicating effectively with Members regarding coverage determinations, and documenting decisions to support audit and compliance requirements.
- **Claims Management Best Practices & What to Expect from Your Designated Adjuster:** This session provides Members with a clear understanding of claims management best practices and what to expect from a designated claims adjuster throughout the process. Participants will learn the standards for clarifying expectations for claims adjusters, including reporting cadence and communication standards and performance targets to ensure efficient and transparent claims handling.
- **Loss Control Strategies for County-Owned Properties:** This session highlights proactive risk management practices and effective property inspection protocols. Participants will learn how to conduct thorough inspections, identify and mitigate common risks (including fire, water intrusion,



Connecting Members. Empowering Communities.

and roof-related issues), use data to prioritize loss control efforts, and collaborate effectively with engineering teams.

- **Understanding HSB Inspections and Reports:** This session covers an overview of the types of inspections and engineering visits conducted by HSB, including how to review and respond to inspection reports.
- **Infrared Technology: Benefits & Live Demonstration in Action:** Session introduces Members to the practical benefits of infrared technology in property maintenance and risk management. The session will feature a live infrared demonstration, showcasing real-time thermal imaging on building components.
- **CAT Modeling Insights: Interpreting Reports for Better Risk Decisions:** This session will provide participants with a basic overview of how the CAT modeling assessment process is conducted and how to interpret the resulting reports. Attendees will learn how CRL, Marsh, and Members each use these reports and related deliverables to drive decision-making, including when and how they are applied.
- **Inside the Underwriter's Mind: Data-Driven Decisions in Property Risk:** This session provides a comprehensive overview of property underwriting, including the critical information, risk factors, and documentation needed for accurate decision-making. Participants will learn how to apply underwriting guidelines, interpret reports, and communicate effectively to support timely and informed underwriting decisions. Session focuses on using data to inform underwriting, inspection prioritization, and loss control strategies.
- **Member Resources Through Strategic Partnerships:** This session highlights the exclusive resources available to Members through our partnerships with Marsh. Participants will gain insight into tools, services, and support designed to enhance risk management, property maintenance, and operational efficiency.

MARSH



Emerging Trend & Unique Exposures

David Letzelter



Property Market Report: 2nd Quarter 2026

-13%

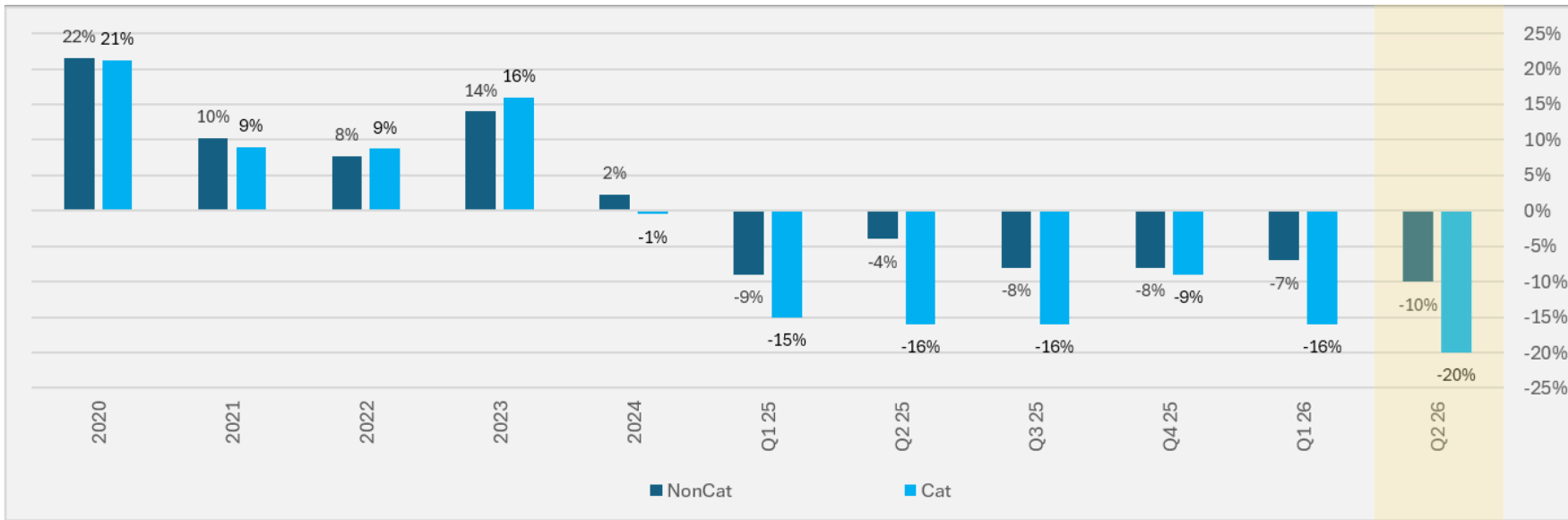
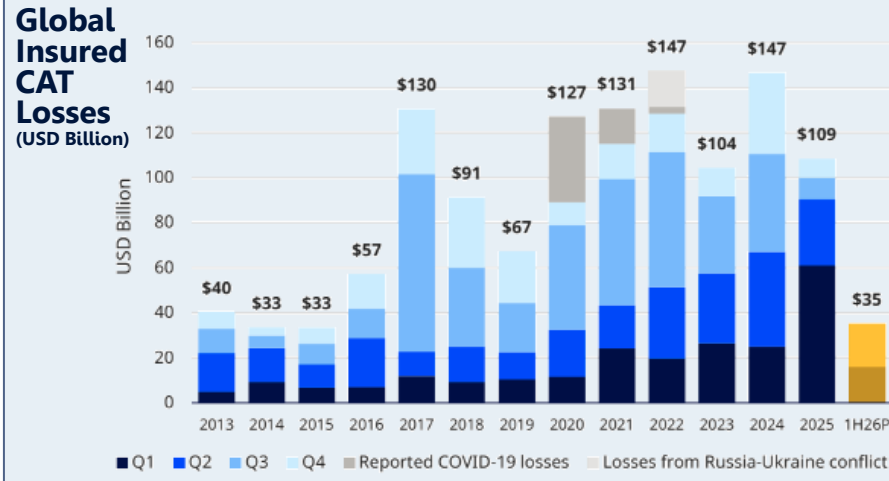
Composite Pricing Change

-20%

CAT

-10%

Non-CAT



Competitive Environment: Further downward rate momentum driven by continued benign loss outlook.

Incumbent carriers are largely looking to grow renewal lines while new markets compete to take some share. As such, most shared and layered programs are significantly over-placed, leaving clients to decide how to balance spend and incumbent capacity. This same desire to grow has led to waning insurer discipline.

Strategic Differentiators: Clients are seeing opportunities to lower CAT deductibles, cap NWS deductibles, and lock capacity over a multi-year basis. We continue to see a shifting mentality to a focus on terms and sustainability over single-year premium relief.

While coverage options have broadened and become more flexible, insurers remained cautious in relation to catastrophe and complex exposures. Cyber exclusions remained largely in place.

Atlantic Hurricane Season Outlook: With a potentially strong El Niño emerging in peak season, most forecasts indicate less activity than average.

Structural Considerations: Clients who engaged Alternative Risk Transfer solutions in the harder market are often extending / maintaining those programs with context of positive experience in recent years.

Replacement Cost Trends: Building costs seeing 2-4% while contents see 4-6%.

Standalone Terrorism Market Report: 2nd Quarter 2026

MARSH

Increasing geopolitical headwinds are impacting price and driving coverage terms and conditions.

Highlights

- Political Violence risk and opportunities for claim activity are an increasing result of war, conflicts, protests and uprisings activity around the globe.
- War in the Middle East has resulted in at least \$3b in market loss reserves for Political Violence. Meanwhile, Ukraine, Russia, incidents in Colombia, Bolivia, Chile, Venezuela as well as continuing unrest elsewhere have increased underwriting concerns.

Market Conditions

- **Terrorism rates** driven by exposure / occupancy and location.
- Exposure in Tier 1 cities such as New York, Chicago, San Francisco, etc. can have a major impact on terrorism rates due to aggregation constraints amongst insurers.
- Multi-year policies are available.
- **Political Violence and SRCC** placements driven by geopolitical environment, territory, occupancy and incident history being key considerations.
- Careful appetite for global political violence cover, with markets monitoring exposures in higher risk territories.
- **Active Assailant** placements driven by occupancy and loss history (client/industry).
- Information needed include incident / loss history and lessons learned if they or other in industry experienced incidents.
- Response planning and training protocols can be valuable differentiators

Outcome Expectations

- Terrorism (including NBCR) renewals can generally expect **flat to -3%** rate changes when the exposure is predominantly USA based and not Tier 1 exposed.
- Political Violence and SRCC placements can generally expect **+10% to +25%** and higher rate changes, with territory, occupancy and incident history being key considerations.
- Active Assailant renewals can generally expect **flat to +15%** and higher rate changes are driven by occupancy and loss history (client/industry).

Additional Marketplace Solutions

- ❖ Captive reinsurance
- ❖ NBCR (Nuclear Chemical Biological Radiological)
- ❖ Terrorism Liability
- ❖ Organized Criminal Activity – Mexico

Public Entity Vertical Overview

Public entities present a unique and evolving landscape in property insurance. Beyond traditional exposures such as courthouses, jails, and administrative offices, these organizations are increasingly operating complex, specialized infrastructure that demands sophisticated risk assessment.

Key Characteristics:

- Government-owned or publicly operated facilities
- Mission-critical operations with public safety implications
- Aging asset base (average 40+ years)
- Multiple interconnected systems and dependencies
- Regulatory and compliance requirements
- Limited budget flexibility for upgrades

Data Center Ecosystems

New Exposures:

- Aggregation of values
- Water treatment facilities
- Power generation operations
- Electrical substations
- Cooling system infrastructure
- Battery storage facilities

Why Additional Risk?

Data center ecosystems require massive continuous power and water, creating interconnected dependencies that amplify loss potential. Failure of supporting infrastructure cascades to data center operations.



Water Treatment Facilities

Water treatment facilities serving data centers process millions of gallons daily for cooling operations.

Property Risk Factors:

- ✓ Mechanical failure of treatment systems
- ✓ Chemical handling and storage
- ✓ Flooding and water damage (paradoxical)
- ✓ Equipment obsolescence
- ✓ Regulatory compliance violations

Underwriting Challenges:

- Specialty equipment maintenance critical
- Few skilled technicians available
- Interdependence with power systems
- Environmental liability implications



County-Owned Hospitals

County hospitals often operate in aging buildings, sometimes 50+ years old, with 24/7 operation demands.

Major Concerns:

- ✓ Deteriorated electrical systems
- ✓ Outdated HVAC infrastructure
- ✓ Asbestos and lead paint (older construction)
- ✓ Roof and foundation deterioration
- ✓ Life safety system inadequacies
- ✓ Business interruption implications

Regulatory & Financial:

- Medicaid/Medicare reimbursement pressures
- Limited capital for upgrades
- State compliance requirements
- Loss of critical infrastructure = public crisis



Public Schools

Many school districts operate buildings constructed in the 1960s-1980s with deferred maintenance exceeding budgets.

Key Property Risks:

- ✓ Lead paint contamination
- ✓ Asbestos in insulation & flooring
- ✓ Mold from aging roofs
- ✓ Outdated electrical wiring
- ✓ Poor ventilation systems
- ✓ Seismic vulnerabilities (regional)

Hidden Exposures:

- Environmental remediation costs
- Operational disruption during repairs
- Occupant health claims (indirect)
- Regulatory violations and fines
- Increased replacement value realities



Power Generation & Utility Operations

Public utilities expanding generation capacity with renewable energy systems: solar, wind, and battery storage.

Unique Exposures:

- ✓ Turbine failures (wind systems)
- ✓ Panel degradation (solar arrays)
- ✓ Battery thermal runaway risks
- ✓ Converter/inverter failures
- ✓ Interconnection points vulnerability
- ✓ Cybersecurity threats to SCADA

Underwriting Complexities:

- Rapidly evolving technology
- Limited historical loss data
- Weather-dependent performance
- Grid interconnection requirements
- Supply chain disruption impacts



Risk Implications & Insurance Challenges

Traditional Exposures (Courthouses, Jails, Offices):

- Relatively static, well-understood risk profiles
- Predictable maintenance cycles
- Limited interdependencies

Emerging Exposures (Infrastructure Ecosystems):

- Rapidly evolving technology and operations
- Cascading failure potential
- Complex interdependencies
- Environmental/regulatory liability components
- Data and cybersecurity implications
- Mission-critical operational impact

Key Underwriting Gaps:

1. Historical loss data is insufficient for new asset classes
2. Valuation complexity for specialized equipment
3. Regulatory compliance changing rapidly





This document and any recommendations, analysis, or advice provided by Marsh (collectively, the “Marsh Analysis”) are not intended to be taken as advice regarding any individual situation and should not be relied upon as such. The information contained herein is based on sources we believe reliable, but we make no representation or warranty as to its accuracy. Marsh shall have no obligation to update the Marsh Analysis and shall have no liability to you or any other party arising out of this publication or any matter contained herein. Any statements concerning actuarial, tax, accounting, or legal matters are based solely on our experience as insurance brokers and risk consultants and are not to be relied upon as actuarial, tax, accounting, or legal advice, for which you should consult your own professional advisors. Any modeling, analytics, or projections are subject to inherent uncertainty, and the Marsh Analysis could be materially affected if any underlying assumptions, conditions, information, or factors are inaccurate or incomplete or should change. Marsh makes no representation or warranty concerning the application of policy wording or the financial condition or solvency of insurers or reinsurers. Marsh makes no assurances regarding the availability, cost, or terms of insurance coverage. Although Marsh may provide advice and recommendations, all decisions regarding the amount, type or terms of coverage are the ultimate responsibility of the insurance purchaser, who must decide on the specific coverage that is appropriate to its particular circumstances and financial position.

We are leaders in risk, strategy and people. One company, with four global businesses, united by a shared purpose to build the confidence to thrive through the power of perspective.

MARSH



Update to CRL Master Policy Form & Excess of Loss Reinsurance Agreement

Skyler Gordon



Property Program Overview & Mechanics

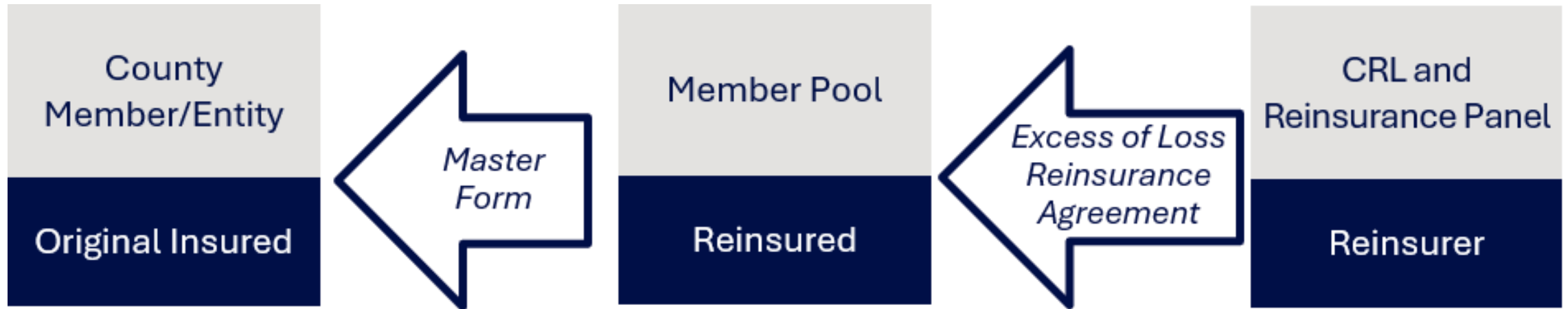
Program Highlights

- Each Member Pool is individually underwritten based on its own exposures and loss history
 - Eight participating Member Pools create a broader, more diversified risk portfolio
 - Member Pools also benefit from the collective strength of the overall portfolio
 - Broader spread of risk and premium can improve pricing and underwriting credits
- Shared and layered portfolio property program using multiple insurers
 - Diversified insurer panel and Member Pool exposures support program stability
 - Competitive pricing, consistent terms, and dependable capacity in challenging markets
- Includes a \$1B terrorism occurrence limit
- HSB provides engineering assessments to identify risks and support loss prevention and conducts jurisdictional inspections of regulated equipment
- Marsh Property Risk Consulting provides technical support, risk management resources, and education



CRL Property Program 101

Program Mechanics



CRL Property Program Mechanics

Structure

Excess of Loss Reinsurance Agreement reinsures the unamended CRL Master Policy Form.

Changes to the CRL Master Policy Form that expand coverage, limits, etc., are the responsibility of the Member Pool and are not covered by the Excess of Loss Reinsurance Agreement.

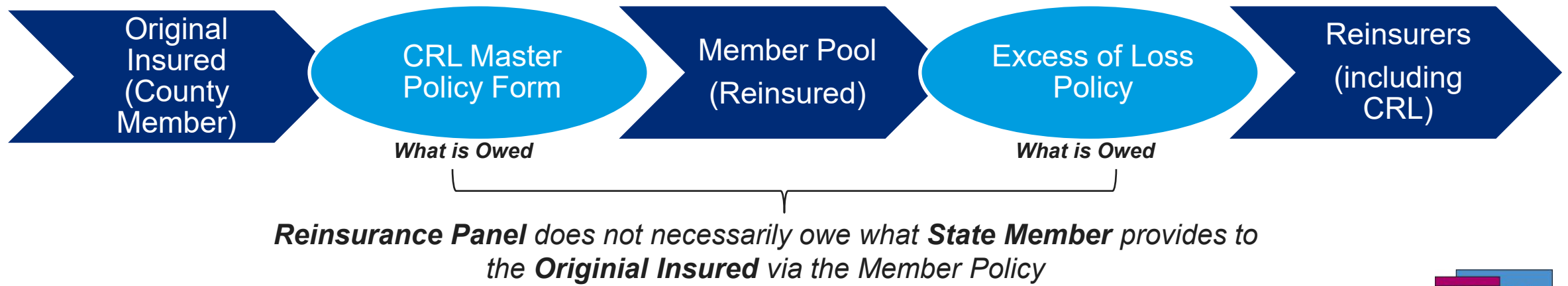


CRL Property Program Mechanics

Policy Issuance Structure

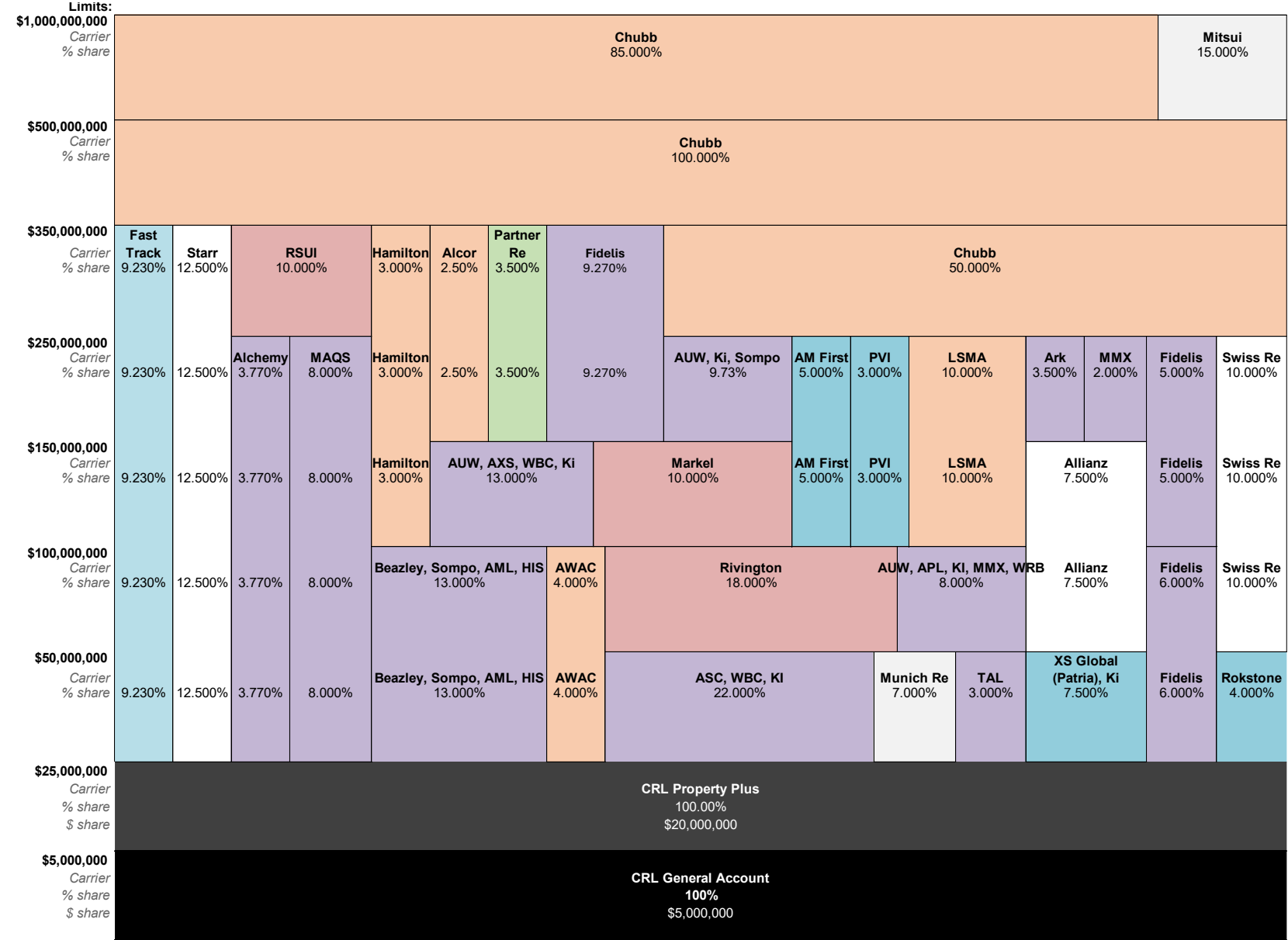
Pool-issued Policy Forms

- Master Policy Form is agreed by all reinsurance panel carriers.
- Limits are shared amongst members, thus critical to review limits provided to ensure no single member can erode a pool's entire limit, particularly aggregated CAT perils.
- Any broader variance in pool-issued forms from the CRL Unamended Master Policy Form is the responsibility of the pool.
- Broader terms will not be covered by CRL or the Reinsurance Panel.



Program Schematics

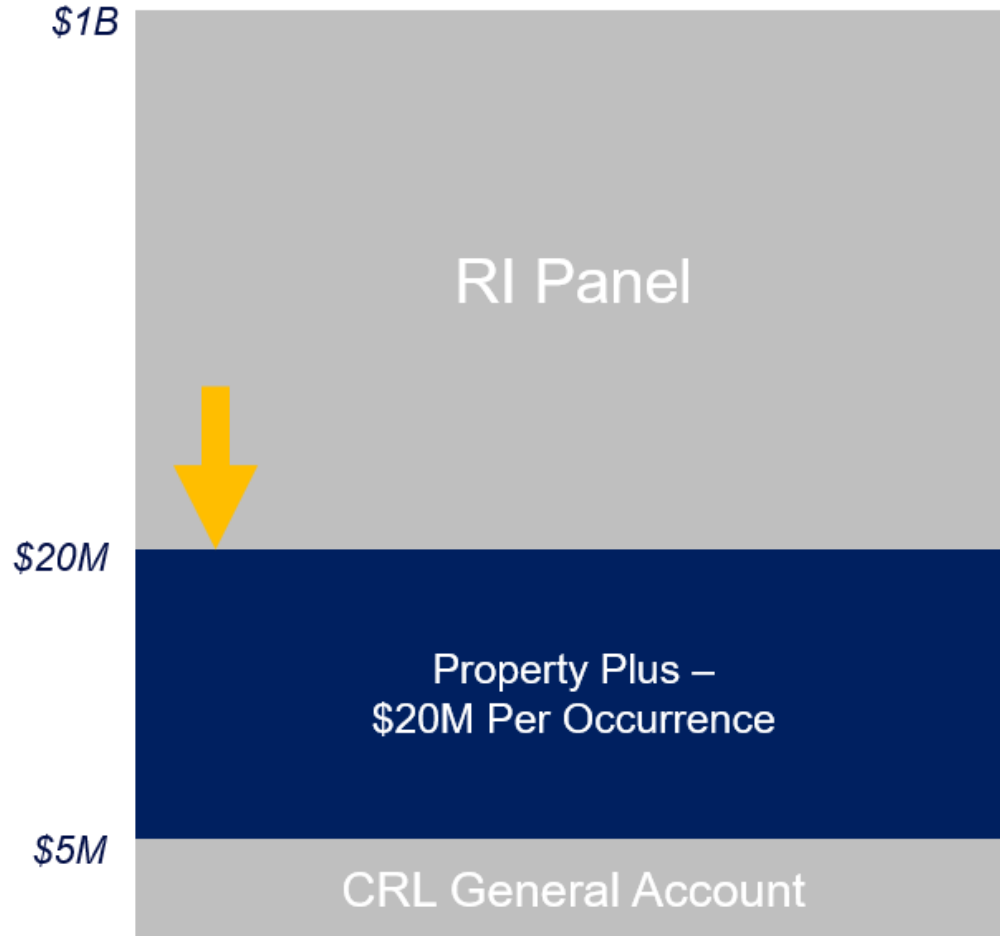
All Risk Reinsurance Panel: July 1, 2026 – July 1, 2027



- CRL utilizes a panel of highly rated reinsurers to provide the financial backing for the CRL Property Program.
- By spreading risk across multiple reinsurance partners rather than relying on a single company, the program benefits from greater financial strength, increased coverage capacity, and enhanced stability, helping ensure funds are available to respond to large or catastrophic property losses.



Property Plus Participation: July 1, 2026 – July 1, 2027

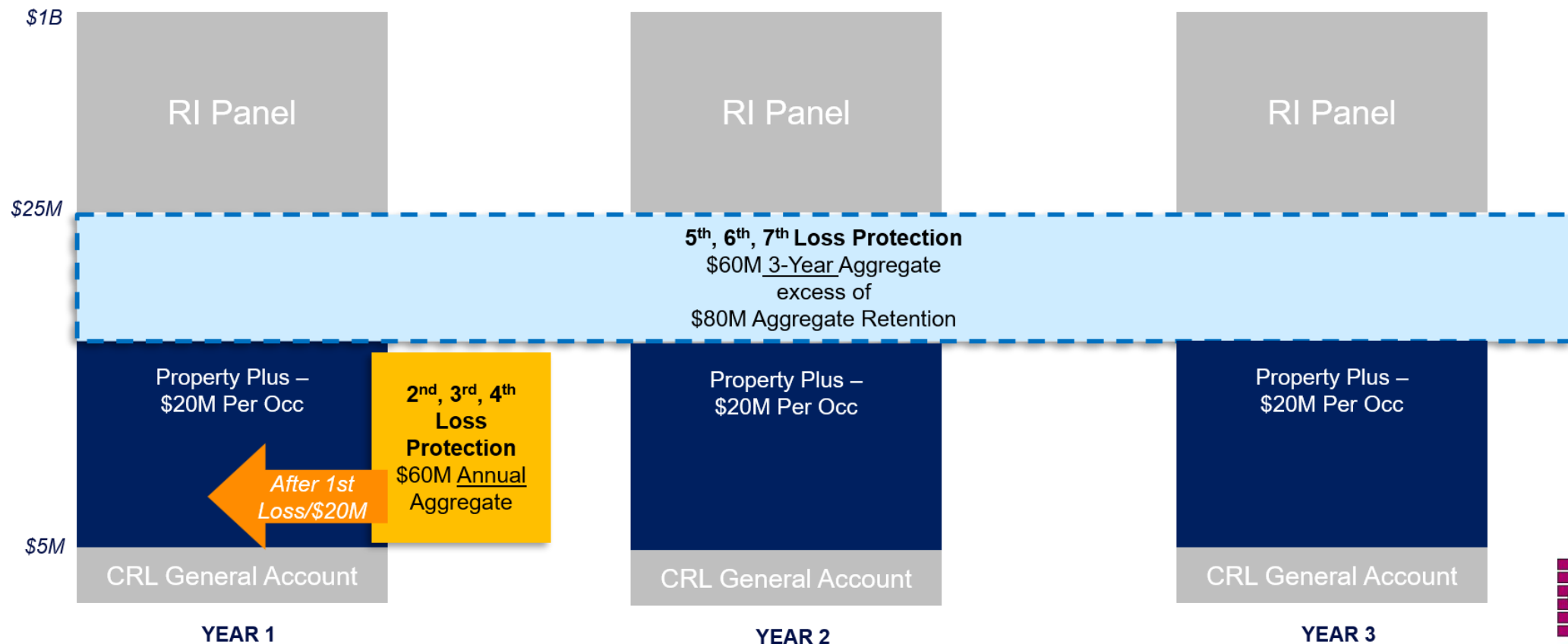


- In 2019, Property Plus was established to allow CRL member pools to participate in certain excess property layers through a participation agreement.
- In 2026, Property Plus's retention was reduced by \$5 million in order to realign retention levels with exposure and lessen volatility within Property Plus.
- Property Plus now participates 100% in the \$20 million excess of \$5 million layer.
- Previously from 2023-2025, Property Plus participated in the \$25 million excess of \$5 million layer.



Property Plus Reinsurance: July 1, 2026 – July 1, 2029

- Reinsurance was purchased for the CRL Property Plus layer of \$20M excess \$5M Per Occurrence, insuring the 2nd, 3rd, and 4th losses up to a \$60M Annual Aggregate over a \$20M Annual Aggregate Retention.
- A three-year Alternative Risk Transfer Program was put in place to protect CRL Property Plus against 5th, 6th, 7th losses up to a \$60M Term Aggregate over an \$80M Term Aggregate Retention.



CRL Master Form & Excess of Loss Reinsurance Agreement

Terms & Conditions Updates

Excess of Loss Agreement

Sublimits	Expiring	Renewal
Loss Limit	\$1,000,000,000 per occ	\$1,000,000,000 per occ
Named Storm	\$750M per occ, except \$500M for any one state, or \$350M for Tier 1 & Tier 2 combined	\$800M per occ, except \$500M for any one state , or \$350M for Tier 1 & Tier 2 combined
Earthquake	\$500M (\$100M per member state) per occ and annual aggregate	\$500M (\$100M per member state) per occ and annual aggregate
New Madrid	\$300M (\$100M for Tennessee, \$100M for Kentucky, \$75M for Mississippi, and \$25M for Arkansas)	\$125M (\$125M for Tennessee)
Flood	\$500M (\$100M per member state) per occ and annual aggregate	\$500M (\$100M per member state) per occ and annual aggregate
SFHA Flood	\$150M (\$25M per member state) per occ and annual aggregate	\$200M (\$50M per member state, \$2.5M any one original insured) per occ and annual aggregate
Automatic Coverage	\$300M per occ, maximum of \$50M at any one property, \$50M all insured property combined in any one state within Tier 1 counties, and \$50M all insured property combined in any one state within New Madrid counties	\$350M per occ , maximum of \$100M at any one property, \$100M all insured property combined in any one state within Tier 1 counties, and \$100M all insured property combined in any one state within New Madrid counties
Pool Member Deductibles		
All Other Perils	\$450,000 minimum, except Nebraska \$500,000 North Carolina \$500,000 Utah \$500,000 Kansas \$750,000 Georgia \$1,000,000 Kentucky \$1,000,000 Ohio \$1,500,000	\$500,000 minimum, except North Carolina \$750,000 Georgia \$1,000,000 Ohio \$1,500,000
Named Storm in Tier 1 Counties	3% per the Valuation Clause (as of the date of the loss)	2% per the Schedule of Values
Convective Storm Hail Only	1% per the Valuation Clause, maximum \$5,000,000 any one reinsured (as of the date of the loss) applying to Arkansas, Kansas, Kentucky, Nebraska, Mississippi, Tennessee. Wind speed trigger of 58 mph.	1% per the Schedule of Values, maximum \$2,500,000 any one reinsured applying to Nebraska and Tennessee. Removal of wind speed trigger.



Terms & Conditions Updates

CRL Master Policy Form

Sublimits	Expiring	Renewal
Named Storm	\$50M per occ	\$50M per occ
Earthquake	\$10M per occ and annual aggregate	\$10M per occ and annual aggregate
Flood	\$10M per occ and annual aggregate	\$10M per occ and annual aggregate
SFHA Flood	\$1M per occ and annual aggregate	\$2.5M per occ and annual aggregate
Miscellaneous Unnamed Property	\$2.5M per occ	\$500,000 per occ
Margin Clause	125% of the real and personal property values combined, inclusive of property in the open, for each reported location.	150% of the real and personal property values combined, inclusive of property in the open, for each reported location.
Pool Member Deductibles		
Named Storm in Tier 1 Counties	3% per the Valuation Clause (as of the date of the loss) If in SFHA Zone and if NFIP purchased: excess maximum recoverable from NFIP, maximum \$500,000	2% per the Schedule of Values If in SFHA Zone and if NFIP purchased: excess maximum recoverable from NFIP, maximum \$500,000
New Madrid Earthquake	2% per the Valuation Clause (as of the date of the loss)	2% per the Schedule of Values
Convective Storm Hail Only	1% per the Valuation Clause, (as of the date of the loss) applying to Arkansas, Kansas, Kentucky, Nebraska, Mississippi, Tennessee. Wind speed trigger of 58 mph.	1% per the Schedule of Values , applying to Nebraska and Tennessee. Removal of wind speed trigger.



Special Flood Hazard Area (SFHA)

- Following Hurricane Helene and in efforts to continue to add value to CRL members, we have increased SFHA limit as follows:

CRL Master Form

~~\$1,000,000-\$2,500,000~~ FLOOD – SUBJECT TO A ~~\$1,000,000-\$2,500,000~~ ANNUAL AGGREGATE AS RESPECTS INSURED PROPERTY SITUATED WHOLLY OR PARTIALLY WITHIN SPECIAL FLOOD HAZARD AREAS

Excess of Loss Reinsurance Agreement

~~\$150,000,000-\$200,000,000~~ FLOOD – SUBJECT TO A ~~\$150,000,000-\$200,000,000~~ ANNUAL AGGREGATE AS RESPECTS ALL INSURED PROPERTY SITUATED WHOLLY OR PARTIALLY WITHIN SPECIAL FLOOD HAZARD AREA (SFHA), SUBJECT TO ~~\$25,000,000-\$5,000,000~~ ANNUAL AGGREGATE ANY ONE REINSURED ~~SUBJECT TO \$2,500,000 ANNUAL AGGREGATE ANY ONE ORIGINAL INSURED~~

- No reinsurance protection will be provided to any one original insured over and above \$2,500,000 annual aggregate.
- Should an original insured need additional SFHA coverage, that additional coverage will be endorsed and rated accordingly.



Convective Storm & Hail

- Renewal Deductible to Apply Only to Hail in High Hazard States:

CRL Master Form

As respects the peril of **hail** not associated with or occurring in conjunction with **Named Storm**, the deductible shall be 1% of the Schedule of Values of the affected property at the time of loss in total per **Occurrence** irrespective of the number of locations involved.

Excess of Loss Reinsurance Agreement

For Insured Property in the states of ~~Kansas, Kentucky~~, Nebraska, and Tennessee, the **Original Insured** deductible shall be 1% of the Schedule of Value of the affected property at the time of loss in total per Occurrence irrespective of the number of locations involved, subject to a maximum of ~~\$5,000,000~~ **\$2,500,000** for any one Reinsured.

- Removes wind speed trigger within Convective Storm definition, making application of deductible easier to administer
- All other Wind (except Named wind) will be applied against the All Other Perils deductible
- \$2.5M deductible maximum by state member



150% Margin Clause

~~125%~~ 150% of the real and personal property values combined, inclusive of property in the open, for each reported Location on the Schedule of Values at the time of loss. Location shall mean each individual line item reported on the latest Schedule of Values on file with the Company. However, this limitation shall not apply to coverages provided within this Policy as respects to Property and Time Element coverage extensions where values for such are not reportable including, but not limited to, Demolition and Increased Cost of Construction, Debris Removal, Accounts Receivable, Valuable Papers and Records, Decontamination Expense and Extra Expense, et al., and as further described within this Policy.

- Board voted to increase margin clause from 125% to 150% this year.



Tier-1 Named Windstorm Deductible

For Insured Property located in Tier One Counties, the **Original Insured** deductible shall be ~~3%~~2% of the actual value in total per Occurrence irrespective of the number of locations involved, subject to a minimum of \$100,000 per occurrence for any one Reinsured.

- Board voted to reduce Tier 1 Named Windstorm Deductible from 3% to 2% this year.





This document and any recommendations, analysis, or advice provided by Marsh (collectively, the “Marsh Analysis”) are not intended to be taken as advice regarding any individual situation and should not be relied upon as such. The information contained herein is based on sources we believe reliable, but we make no representation or warranty as to its accuracy. Marsh shall have no obligation to update the Marsh Analysis and shall have no liability to you or any other party arising out of this publication or any matter contained herein. Any statements concerning actuarial, tax, accounting, or legal matters are based solely on our experience as insurance brokers and risk consultants and are not to be relied upon as actuarial, tax, accounting, or legal advice, for which you should consult your own professional advisors. Any modeling, analytics, or projections are subject to inherent uncertainty, and the Marsh Analysis could be materially affected if any underlying assumptions, conditions, information, or factors are inaccurate or incomplete or should change. Marsh makes no representation or warranty concerning the application of policy wording or the financial condition or solvency of insurers or reinsurers. Marsh makes no assurances regarding the availability, cost, or terms of insurance coverage. Although Marsh may provide advice and recommendations, all decisions regarding the amount, type or terms of coverage are the ultimate responsibility of the insurance purchaser, who must decide on the specific coverage that is appropriate to its particular circumstances and financial position.

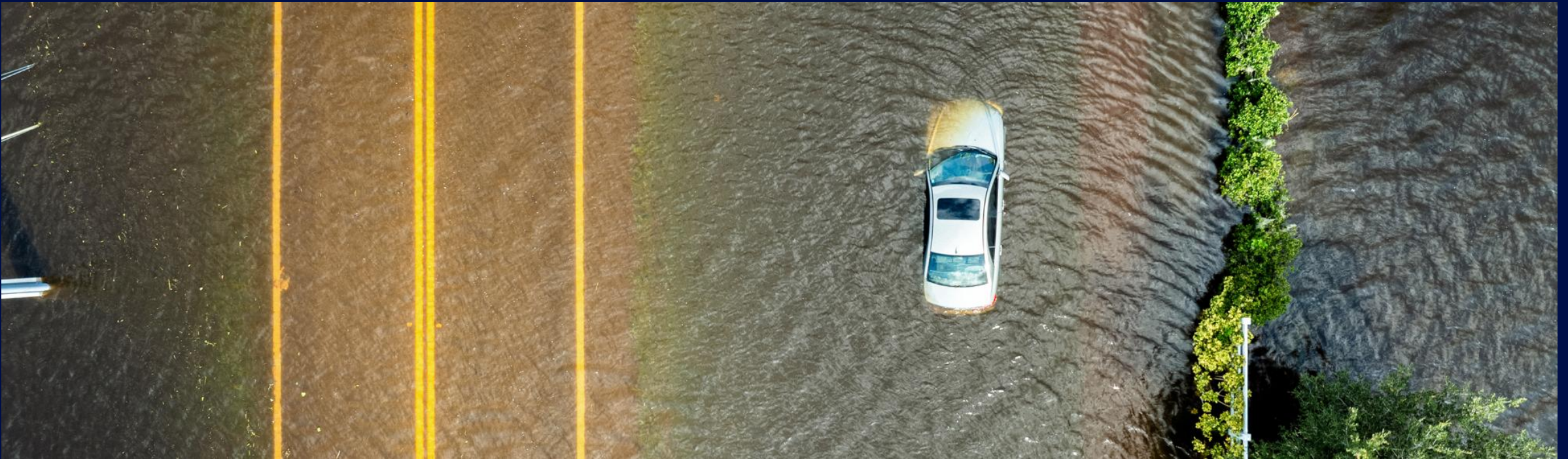
We are leaders in risk, strategy and people. One company, with four global businesses, united by a shared purpose to build the confidence to thrive through the power of perspective.

MARSH



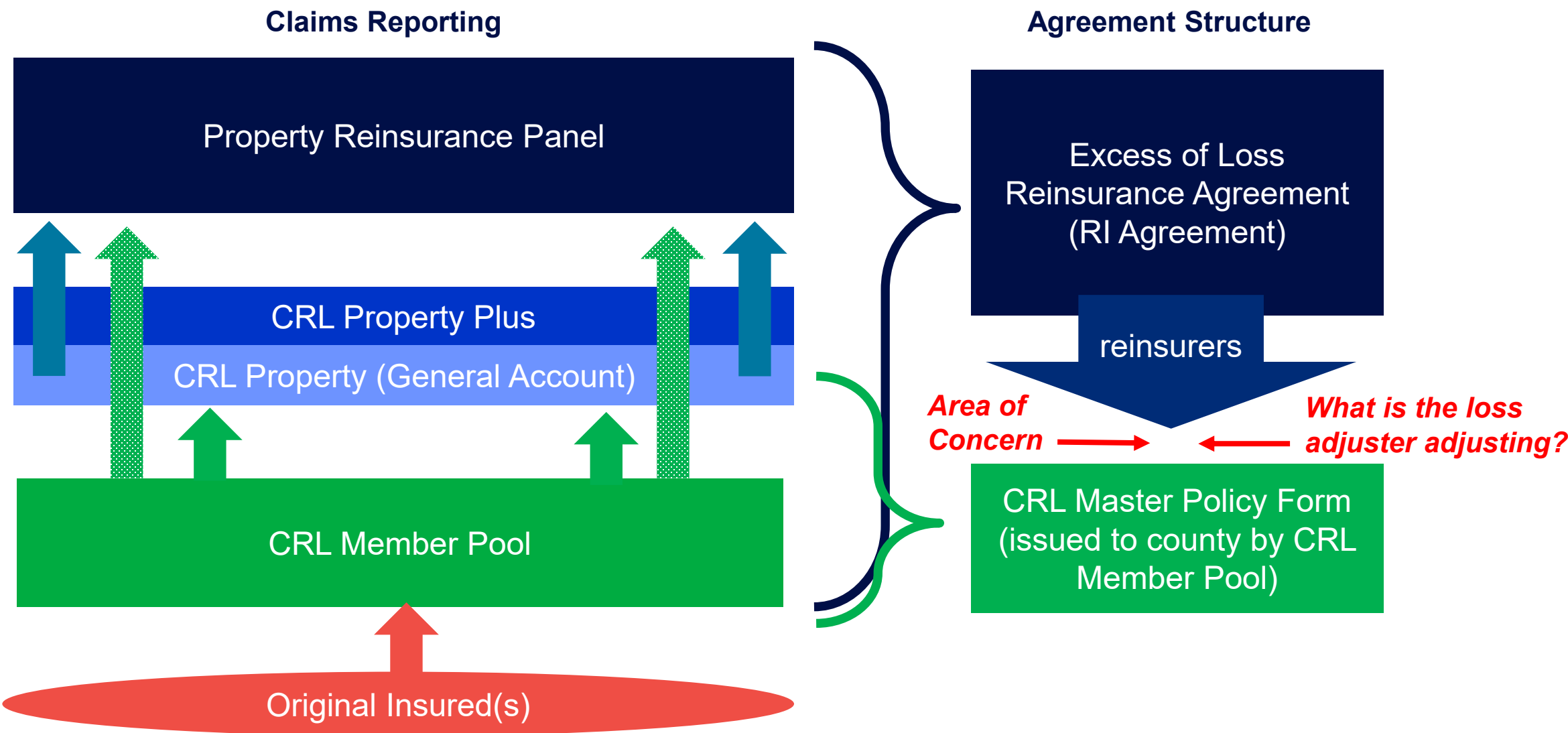
Claims Management Best Practices & What You Should Expect from your Designated Adjuster

Nigel Armitage

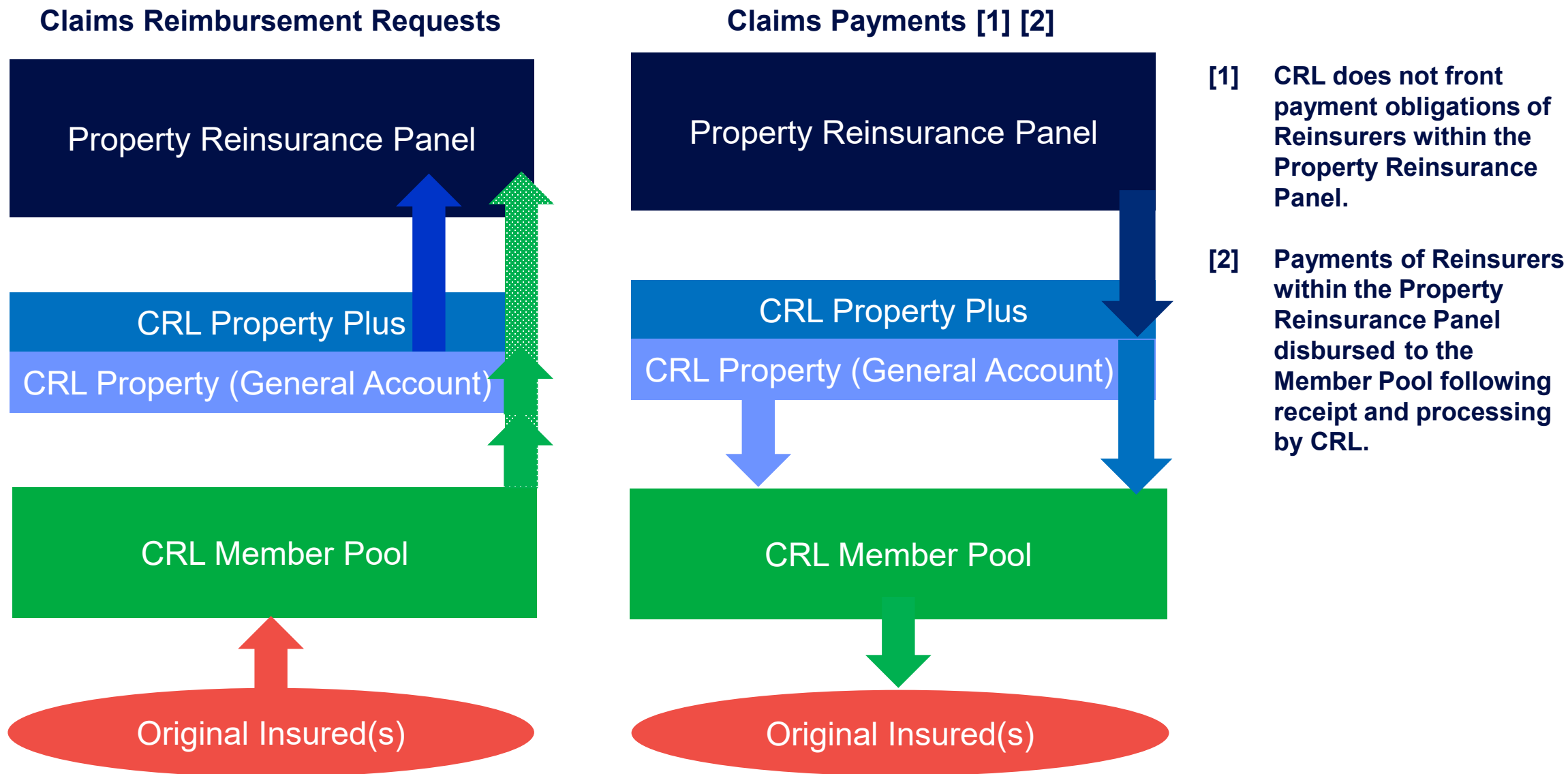


Claims Handling and Reimbursements

Claims Handling and Reimbursements



Claims Handling and Reimbursements



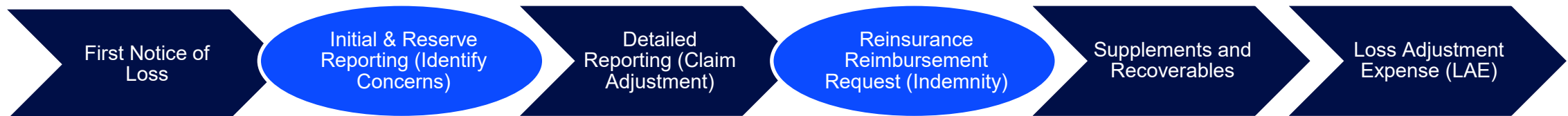
In a Property Claim, What is the Role of.....

Party Responsible	Action Items
...the Designated Adjuster? Required to Use Designated Adjuster from approved panel.	- Adjusts claim based on member form. <u>If member form differs from unamended Master CRL form, this is causing claim to be adjusted multiple times.</u> <u>Report should contemplate terms of unamended</u>
...member staff?	- Provide written notice to CRL of any loss. - Assign Designated Adjusting Firm and Designated Adjuster as outlined within the RI Agreement.
...Claims Adjuster or Third Party Claims Administrator?	Based on assessment of Designated Adjuster, Claims Adjuster should conduct any further claims investigation assessment, provide regular reports to CRL, maintain detailed records, ensure the Designated Adjuster is meeting reporting requirements, liaison between Designated Adjuster, Member, County, and CRL, and maintains records for transparency and compliance.
...CRL?	CRL ensures the claims has been adjusted by the Designated Adjuster and Member Claims Adjuster or TPA based on the unamended CRL Master Policy Form, identifies non-concurrencies, and provides determination of Reinsurance Protection, facilitates reporting to the panel members, reimbursements, and other administrative functions to support the overall process.
...the Reinsurance Panel?	Upon receipt by the Reinsurer of a reinsurance proof of Loss from the Reinsured, the Reinsurer shall review and determine acceptance of proof loss and within 30 days reimburse the Reinsured for its share of the Loss and Loss Adjustment Expense.

Claims Handling and Reimbursements

Claims “Life Cycle” (Communication Cycle)

- First Notice of Loss (FNOL) (CRL Initial Member Claim Intake Form) - standardized reporting of initial claim.
- Initial & Reserve reporting (establish initial assessment of damage/ establish reserves/ identify coverage concerns)
- Detailed Reporting (outline specific damage and associated costs/ address & apply coverage concerns (policy application)/ documentation & supports of associated damage)
- Reimbursement Request (Undisputed and/or final payment)
- Supplements and Recoverable depreciation (if applicable)
- Loss Adjustment Expense (LAE)



What You Should Expect
from your Designated
Adjuster

Designated Adjuster

Benefits of a Designated Adjuster

Value-add when selling to your clients

(proactive vs. reactive approach, differentiator in the marketplace)



No cost



One point of contact, streamlined claim process



High level of technical expertise/professionalism

(Domain-specific knowledge, e.g., construction, agriculture, industrial, etc.)



Thorough and consistent communication with client



Contingency planning for CAT situations



Account familiarity *(speed, efficiency, consistency, relationships)*



Cost-effective philosophy

Workflow process

1. Ask wholesale broker or Insurer to designate elected adjuster to an account.
2. Notify the Designated Adjuster when nominated to an account.
3. Introduce Designated Adjuster to the Client.
4. Immediately notify nominated Designated Adjuster when a new loss occurs.
5. The nominated Designated Adjuster will oversee handling of all claims.
6. Designated Adjuster will immediately contact the client and broker to begin claim investigation.
7. Inspection by Designated Adjuster, usually within 48 hours.
8. Designated Adjuster will liaise with Insured and Market/Insurer throughout claim to ensure smooth flow and timely payments.

What to expect

Immediate engagement of adjustment team

- Designated Adjuster
- Building consultants
- Engineers (structural, mechanical, electrical, etc.)
- Environmental consultants / industrial hygienist
- Equipment consultants
- Accountants
- Salvor / contents consultant

Coordination and collaboration

- Immediate contact to establish scope and extent of loss
- Establish contractor needs/coordinate with contractor(s)
- Emergency repair guidance
- Loss mitigation and recovery guidance
- Step-by-step involvement and guidance





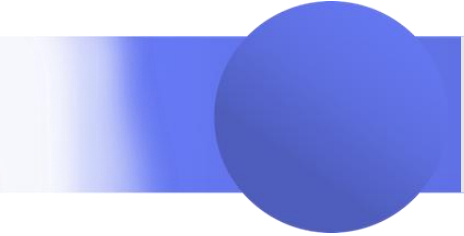
Best practices

- Designate an account adjuster (Designated Adjuster)
- Introduce Designated Adjuster to the client
- Obtain as much info as possible about the loss from insured
- Immediately notify Designated Adjuster of new loss occurs
- Provide Designated Adjuster all policies, SOV and market structure
- Immediately notify all insurers with potential exposures
- Properly set expectations with insured
- Photo document **ALL** affected areas and (potential) damage
- Advise insured how to mitigate loss (i.e., turn off water to building, tarp damaged area of roof, start drying damaged property, etc.)
- Advise insured to preserve evidence/area of origin
- Engage with adjustment team collaboratively
- Setup bi-weekly status calls for large/complex losses
- Explain quota share program and payment process

Potential Pit Falls

- Late notice of loss
- **Not** engaging Designated Adjuster immediately
- Setting bad expectations (i.e., Designated Adjuster determines coverage or approves payments)
- **Not** understanding the coverages
- Only notifying part of the market of a loss
- Providing the Designated Adjuster with limited information
- Advising insured to clear a site without adjuster/insurer approval
- Restricting site access by the adjustment team
- **Not** providing requested information
- Under reporting insured values
- **Not** properly documenting the loss
- **Not** properly allocating costs between buildings, equipment, etc.
- **Not** communicating with the adjustment team





KEY CLAIMS TERMS TO KNOW

- Statement of Loss
- Proof of Loss
- Replacement cost (RCV), depreciation, actual cash value (ACV)
- Subrogation
- Non-concurrent coverage
- Combustion byproduct (CBP)
- Asbestos containing material (ACM)
- Expense to reduce loss
- Period of restoration
- Extended period of indemnity – restoration – recovery – liability
- Gross earnings / gross profits
- Rough order of magnitude (ROM)
- Ordinary payroll
- Salvage
- Professional fees

Timing and Communication

Expectations:

- Timely communication and inspection.
- Honest communication and proper management of expectations.
- Not to commit to coverage, because we do not determine coverage.
- Proper management of experts.

Reporting Cadence:

- Varies by Insurer, but standard is 1st report within 30 days and subsequent report on 30 day intervals/once per month.
- The 1st report is typically a formal captioned report and subsequent status reports may just be emails unless something important needs to be communicated.

Communication Standards:

- Expectation is open, honest, and timely communication.
- Timely being as soon as possible, but understanding that same day is not always possible.

Wrap-Up

Benefits of a Designated Adjuster

- Free service to you and the client
- Familiarity and consistency
- Specialized expertise
- Concierge service
- Immediate response

Keys to a Successful Claim

- Open, honest and clear communication
- Setting the tone and expectations from the onset
- Collaboration, coordination and teamwork
- Timeliness



Questions?



This document and any recommendations, analysis, or advice provided by Marsh (collectively, the “Marsh Analysis”) are not intended to be taken as advice regarding any individual situation and should not be relied upon as such. The information contained herein is based on sources we believe reliable, but we make no representation or warranty as to its accuracy. Marsh shall have no obligation to update the Marsh Analysis and shall have no liability to you or any other party arising out of this publication or any matter contained herein. Any statements concerning actuarial, tax, accounting, or legal matters are based solely on our experience as insurance brokers and risk consultants and are not to be relied upon as actuarial, tax, accounting, or legal advice, for which you should consult your own professional advisors. Any modeling, analytics, or projections are subject to inherent uncertainty, and the Marsh Analysis could be materially affected if any underlying assumptions, conditions, information, or factors are inaccurate or incomplete or should change. Marsh makes no representation or warranty concerning the application of policy wording or the financial condition or solvency of insurers or reinsurers. Marsh makes no assurances regarding the availability, cost, or terms of insurance coverage. Although Marsh may provide advice and recommendations, all decisions regarding the amount, type or terms of coverage are the ultimate responsibility of the insurance purchaser, who must decide on the specific coverage that is appropriate to its particular circumstances and financial position.

We are leaders in risk, strategy and people. One company united by a shared purpose to build the confidence to thrive through the power of perspective.

MARSH

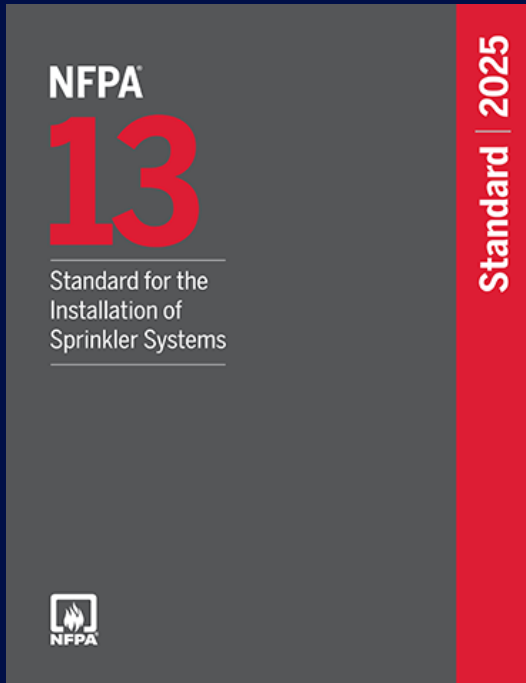


Loss Control Strategies for County-Owned Properties

Ken Botes



What is the Property Loss Control Engineering?



- The discipline of identifying, evaluating, and reducing the physical risks that can lead to property damage and/ or business interruption, using standard and codes:
 - **FEMA**
 - **FM**
 - **NFPA**
- It applies across asset types and focuses on key loss drivers such as fire, water damage, natural catastrophe, and/ or equipment breakdown
- The process typically includes site inspections, hazard assessments, and review of protection systems, building integrity, operational practices, and maintenance programs.

What is the Risk without Property Loss Control Engineering?



Loss of Building(s)

Can you still deliver to the public? Is a Business Continuity Plan in place and tested?



Extended Downtime

Lead times run ~30 days on most construction materials; 90 to 180 days on fire pumps and refrigeration.



Loss of Employees

Will displaced staff take other positions and not come back once operations resume?



Reputation / Public Relations

Negative PR impact that outlasts the physical rebuild.

Fire Protection, Inspection, Testing, and Maintenance

The Common Recommendation:

Increase the frequency of in-house inspection of the automatic sprinkler system to verify that all components and systems function as intended. Implement testing of the fire protection system booster fire pump for a frequency of monthly per NFPA 25.

Conduct monthly visual inspections of the portable fire extinguishers

Solution:

Perform monthly inspections of system risers to verify that normally open valves are in the correct position and that the pressure gage readings are at their typical amount.

Important that the fire extinguishers are available, unobstructed, and fully functional in the event of a fire.



Can be completed by:

County Management

Vendors

Maintenance Staff

Fires Hoses

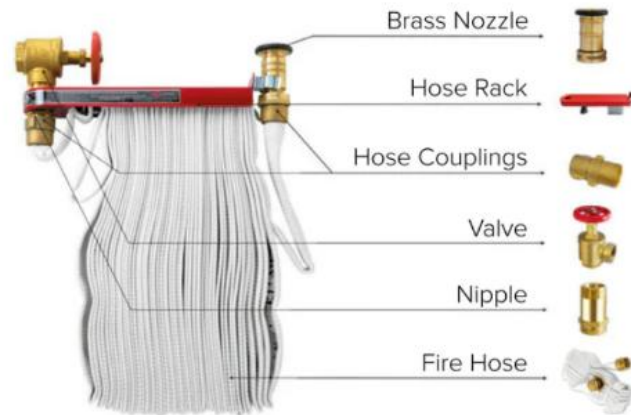


Typical hose cabinet



Hose cabinet with
extinguisher

NFPA Fire Hose Assembly



The Common Recommendation

It was noted the fire hose cabinets are provided with fire hoses which are not currently being inspected and not tested on an annual frequency. It was reported that facility occupants are also not trained in the use of fire hoses and are required to evacuate the building rather than attempt to fight a fire. Management should consider to service the hose station and hoses per NFPA 25.

Solution

Gain written permission from the local fire marshal or other authority having jurisdiction to remove the existing fire hoses from the cabinets while still maintaining the standpipe in ready condition for professional firefighters.

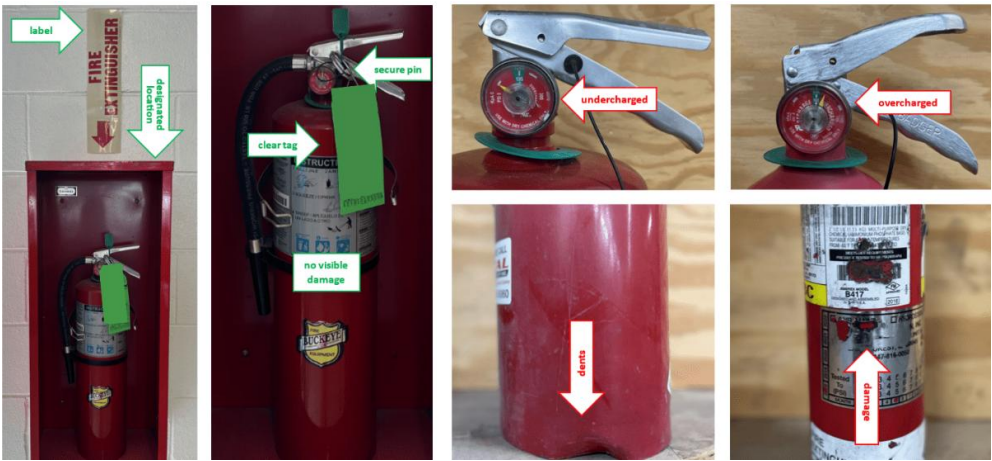
Can be completed by:

Internal Maintenance

Fires Extinguishers

The Common Recommendation:

Establish a documented program to ensure fire extinguishers are inspected monthly by an employee. Add or Replace the portable multi-purpose dry chemical fire extinguisher at IT and server rooms, place K-type in kitchens.



Solution:

Request local property facilities or maintenance to review fire extinguishers monthly and sign inspection record. Local extinguisher vendor to be contacted to add or replace fire extinguishers.

FIRE EXTINGUISHER				
INSPECTION RECORD				
EXTINGUISHER NO.				
2026	2027	2028	2029	
	JAN			
	FEB			
	MAR			
	APRIL			
	MAY			
	JUNE			
	JULY			
	AUG			
	SEPT			
	OCT			
	NOV			
	DEC			



Can be completed by:

Internal maintenance (monthly)

Add / Replace extinguisher (Vendor)

Housekeeping



Storage blocking access



Clutter in telecommunications room



Storage on transformer



Storage in main electrical room



Phone Room Clutter



Exterior Communications Room (Female Side) Clutter

The Common Recommendation

Combustible materials that unnecessarily contribute to the fuel load of this room as well as produce a continuity of combustibles: **The Main IT Server Room / Roof Access Stairwell / File Storage / HVAC Mechanical and main electrical room.**

Solution

Remove and affixing a sign to the doors stating that combustible storage is prohibited in the rooms.

Can be completed by:

County Management
Vendors
Maintenance Staff

Housekeeping Additional



Idle wooden pallet storage



Mattress Storage

The Common Recommendation

Cloths Dryer Exhaust Vents
Inspection and Cleaning / Procedure
and control that addresses the
foamed mattresses in storage.

Solution

Remove and clean various areas. On
mattress – Lower the storage (5 ft) or
remove. Walk roof and perimeter and
ensure housekeeping is completed

Can be completed by:

County Management
Vendors
Maintenance Staff

Electrical Infrared Testing

The Common Recommendation:

It is recommended that Management secure a certified thermographic technician to conduct an infrared scan of the facility electrical equipment and systems per NFPA 70B Recommended Practice for Electrical Equipment Maintenance

Solution:

Based on NFPA 70B (2026), it is recommended that IR scans on all electrical equipment be **completed annually** in accordance with Table 9.3.2. Additionally, per section 9.1.2, if no major defects or deficiencies are found over two consecutive years, the maintenance frequency may be extended to every 24 or 36 months.

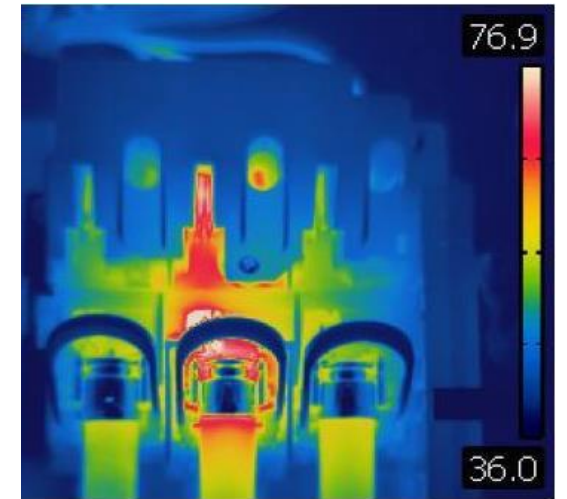
Fires:

- Faulty Wiring
- Overloaded Circuits
- Defective Appliances
- Improper Use of Extension Cords
- Poor Maintenance

Can be completed by:

Vendors

Internal Staff



Electric Portable Space Heaters

Heater Checklist

- Purchase a heater with the seal of a qualified testing laboratory - UL.
- Keep the heater at least 3 feet away from any combustibles.
- Choose a heater with a thermostat and overheat protection.
- Place the heater on a solid, flat surface.
- Make sure your heater has an auto shut-off to turn the heater off if it tips over.
- Keep space heaters out of the way of foot traffic.
- Plug the heater directly into the wall outlet.
- Never use an extension cord.
- Space heaters should be turned off and unplugged when leaving office or area.

The Common Recommendation

A space heater was observed in the lobby receptionist area within 1 ft. of combustibles and other space heaters were noted. Space heaters have a history of causing fires. Eliminating space heaters reduces the fire hazard.

Solution

Remove space heaters from the building and implement a policy that they are not to be used in the building.

Can be completed by:

County Management Maintenance Staff

Flammable Liquids

The Common Recommendation:

Large number of the aerosol cans were stored uncontained on shelves. In the event of a fire involving these cans, the cans may rupture and rocket within the room, spreading fire as they go.

Solution:

- Storage Guidelines - Limit Combustibles: Minimize the number of combustible materials stored in mechanical and electrical rooms. Ideally, these areas should be free of unnecessary items.
- Proper Containers
- Separation



Aerosol can storage

Can be completed by:

County Management

Maintenance Staff

Fire Impairment Program

**FIRE PROTECTION SYSTEM
IMPAIRMENT
TAG/ PROCEDURES**

THIS SYSTEM PROTECTS:

DATE/TIME NOTED	NOTED BY
-----------------	----------

For sprinkler systems, after valve is opened, make 2" drain test. Drop in pressure should be normal. If pressure drop is extreme and does not build up, the system is impaired and immediate investigation is necessary.

MANDATORY DRAIN TEST RESULTS

SYSTEM PRESSURE	AT NORMAL PRESSURE
DRAIN TEST MADE BY	DATE/TIME COMPLETED

**ATTACH TO VALVE
* READ INSTRUCTIONS ON OTHER SIDE ***

**IT IS ABSOLUTELY ESSENTIAL TO
PROVIDE CLOSE SUPERVISION DURING
SYSTEM IMPAIRMENTS**

Notify Risk Manager and Marsh Advisory Consultant of the impairment. In emergency, contact both of the below representatives.

Marsh Advisory/ Risk Consulting Office: _____ Email: _____	Risk Manager Information Office: x1 _____ Email: _____
---	---

Contact the central station monitoring company.
Notify public fire department of impairment.
Shut down hazardous operations until protection is restored.
Provide temporary protection. Move extra extinguishers to area involved. Lay out charged fire hose lines.
Provide standby personnel with emergency instructions.
During impairment, building or areas involved should be constantly attended.
Upon completion of repairs or alterations, check to assure all valves are open and all systems operative. Then notify Marsh Risk Consulting of restoration.
A main drain (2 in. drain) test is required after reopening a valve on a riser.

FOR ONLY THE USE OF _____

The Common Recommendation

Establish a formalized “impairment” program (for both pre-planned and emergency impairments) of the water-based fire protection system. The program should ensure that measures are taken during the impairment so that the increased risks are minimized, and the duration of the impairment is limited. The impairment program should follow the guidelines established in NFPA 25.

Solution

Contact the local fire department / county official / CRL and Marsh (Ken Botes)

Can be completed by:

County Management
Vendors
Maintenance Staff

There are three main types of impairments:

1. **Planned** – examples would be routine repairs to fire protection equipment, routine testing of fire protection systems and alarms
2. **Hidden** – shut fire protection valves that were not planned or known to the facility, there can be many causes for hidden impairments, which is why a robust fire protection system inspection program is also needed.
3. **Emergency** – examples would be power loss to the facility, water main breaks, ruptured sprinkler lines

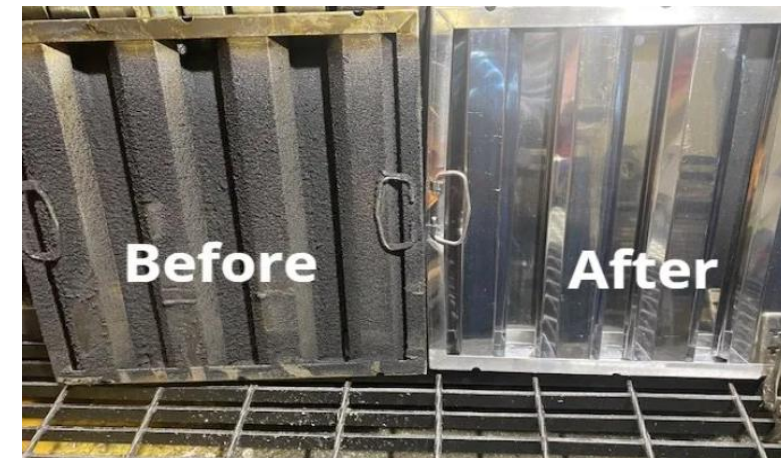
Kitchen Duct Cleaning / Grease Filters

The Common Recommendation:

Increase the frequency of grease filter and duct cleaning in the cooking hood exhaust system.

Solution:

Staff should be trained to replace the grease filters in the proper orientation after cleaning as well as verify that there are no gaps between the filters. Management should establish a system to inspect the plenum and exhaust duct areas at specific frequencies.



Can be completed by:

County Management

Vendors

Maintenance Staff

Seal Penetrations / Maintain Fire Barrier



Can be completed by:

Vendors
Maintenance Staff

The Common Recommendation

Contract a licensed company to protect the openings using an approved through-penetration firestop system installed and tested in accordance with ASTM E814 or UL 1479. The system should have an F rating not less than 1 hour but also not less than an equivalent level of fire resistance as the construction material surrounding the floor penetration.

Solution

Staff or vendors can seal penetrations in fire rated partitions, and the foam / barrier should have a minimum 1-hour, but not less than the required fire resistance rating of the floor.

Why Roof Management Matters



Roof failures remain one of the leading causes of property loss for public entities.

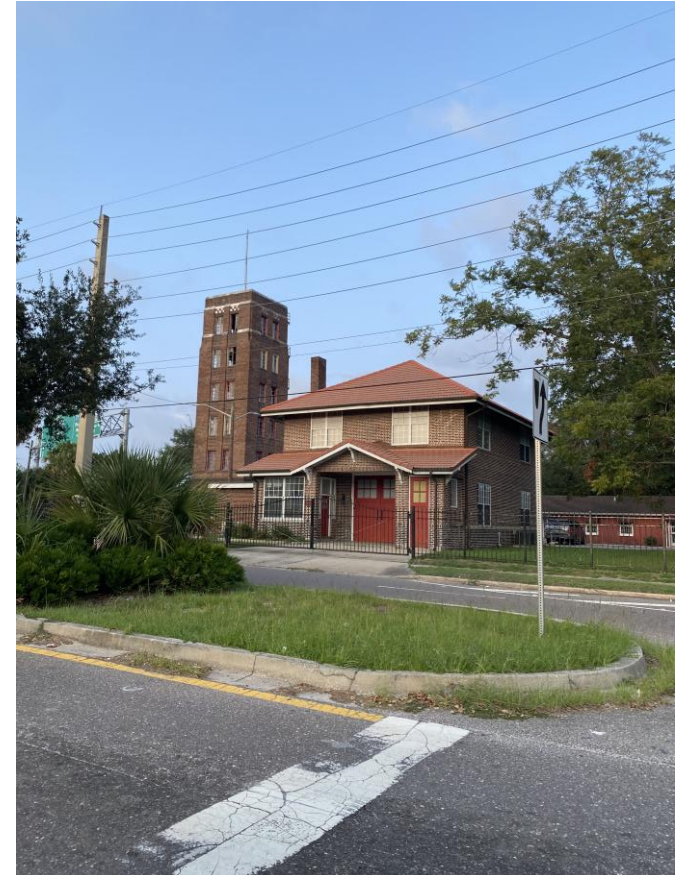
- Nearly 24% of all property claims are tied to water leaks (non NATCAT related). FEMA identifies water infiltration as a major resilience concern, especially for hurricane-prone and high-rainfall regions, as well as earthquake zones.
- From 2013 to 2025, Marsh handled 56,068 claims
- 15,975- Water damage (non-weather related)
- 2,464- Flood and surface water
- 4,392- Hurricane/ Cyclone/ Windstorm
- ✓ Water intrusion drives property damage, business interruption, and mold growth (compounding issues)
- ✓ Deferred roof maintenance increases claim frequency and severity
- ✓ Proper roof management supports:
 - Loss reduction
 - Budget predictability, i.e. every 15 years complete roofing analysis
 - Inspection readiness

Roof Risk in Public Facilities

Public facilities face unique roof exposures:

- Aging building stock/ unique occupancy
- Limited maintenance budgets
- Multiple roof types at a single location, with different install dates
- High occupancy and critical operations
- Historical Buildings

Unaddressed issues often escalate from minor maintenance to major insured losses.



Common Roof Loss Drivers



Most roof losses stem from preventable issues:

- Blocked or damaged roof drains
- Deteriorated flashing and penetrations
- Deferred repairs after storms
- Poor documentation of roof condition
- Mold from leaks

Importance of Roof Maintenance

There are two general types of impacts where the lack of roof maintenance can cause property damage or loss.

Normal Losses - This type of loss is commonly caused by water infiltration due to roof degradation.

- Water Damage is a major cause and for many industries the largest causes of damage/loss to many occupancy types.
- Water Infiltration from a roof defect can cause a variety of damage including degradation (rusting or rotting) of the roof deck and structure as well as damage to other parts of the building structure, finishes and contents.

CAT Losses – This cause of loss is caused by wind, water or hail damage.

- As a roof ages and degrades it becomes more susceptible to all of the forces listed above.
- If a roof is improperly installed it may be much more susceptible to damage caused by the forces above.
- If a roof fails during a storm the interior of the building may be exposed to significant wind and water damage.

Performing Practical Roof Assessments

Effective roof assessments do not need to be technical. When they are technical, this is often driven by warranty details, as some roofing contractors require annual moisture analysis to be completed. Missing an inspection could void the '20-year' warranty.

Focus on:

- Visible damage or deterioration
- Drainage performance
- Evidence of past leaks or repairs
- Housekeeping and debris accumulation

Consistency matters more than complexity.

Roof

☐ Yes	☐ No	☐ N/A	Are there any roof deficiencies observed (damage, aging, membrane issues)?
☐ Yes	☐ No	☐ N/A	Date of last roof replacement?
☐ Yes	☐ No	☐ N/A	Date of last inspection?
☐ Yes	☐ No	☐ N/A	Any active leaks or temporary repairs?
☐ Yes	☐ No	☐ N/A	Has an infrared moisture scan been completed?
☐ Yes	☐ No	☐ N/A	Are drains routinely cleaned and documented?
☐ Yes	☐ No	☐ N/A	Are there any flashing / penetration sealing deficiencies?
☐ Yes	☐ No	☐ N/A	Is the rooftop equipment properly secured?
Deficiencies Found:			

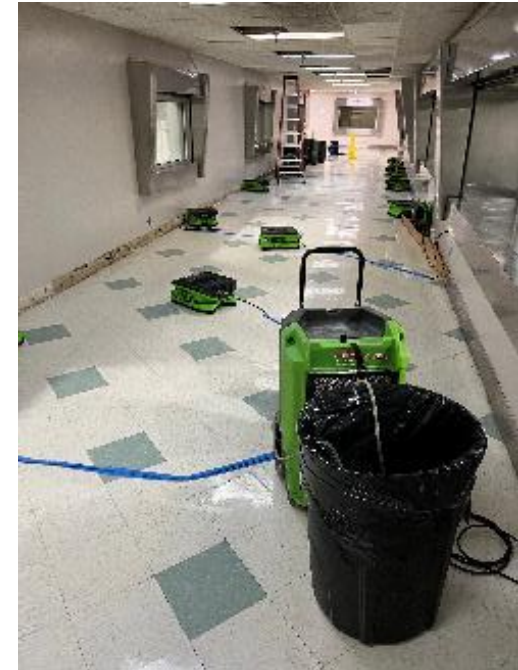
Why Understanding Water Damage Matters

Water damage represents **~24%** of all property claims, making it one of the most frequent and costly categories of property loss.

Impacts extend well beyond repair costs:

- Business interruption: Closed floors, downtime, no public services.
- Insurance consequences for repeated losses: Can lead to higher premiums, exclusions, or even future non-renewal.

FEMA identifies water infiltration as a core resilience issue, particularly in hurricane-prone and high-rainfall regions, both wind driven rain (windows, siding and sliding glass doors) and typical rain fall events (roof areas).



Types of Water Losses

Interior Sources

- Mechanical rooms: Water heaters, boilers, pumps, chillers.
- Condensation lines from A/C units.
- Bathtub/shower overflows, dishwashers, washing machines.
- Unsealed penetrations around piping or cabling.

Exterior Sources

- Roof leaks or water ponding due to clogged drains and gutters.
- Rooftop HVAC/satellite equipment failures.
- Window and sliding glass door leaks from poor installation or age.
- Weaknesses in the building envelope, especially in older structures.



Hierarchy of Mitigation Solutions

Low-Cost Procedural Controls:

- Weekly inspections of roofs, exterior walls, and mechanical spaces.
- Use of Wet Work Permits for plumbing or contractor activity.
- Contractor oversight to verify workmanship and code compliance.

Mid-Level Physical Controls

- Plastic catch pans beneath small appliances or water heaters.
- Interior: Proper sealing of penetrations in walls, floors, and mechanical spaces
- Exterior: Routine resealing of building envelope components (roofs, windows, flashing)

High-Level Technology Controls

- Sensor networks to detect leaks and moisture (Aqual leak, Wasens, Detection Group).
- Remote and app-based shutoff valves for rapid isolation of leaks.
- Enterprise-level monitoring platforms to oversee multiple properties.

WET WORK PERMIT	
This Wet Work Permit is required for any work activity resulting in the potential for escaped liquids from piping systems, liquid carrying devices, appliances, or mechanical equipment to cause damage to the building or structure. This includes renovation or construction projects, and routine inspection, testing, and maintenance activities.	
Supervisor: A. Verify precautions listed right before issuing permit and proceed with the work. B. Complete the entire form and post at work location. C. Maintain copy for duration of project. D. Issues to only authorized person. Hot work being done by: ☐ Employee _____ ☐ Contractor _____	General Precautions: ☐ Heating is maintained in working order or temperatures are maintained above freezing. ☐ Spill kits are provided in the work area and contain necessary equipment. ☐ The water damage mitigation plan has been reviewed. ☐ Authorized people are familiar with location and operations of all fire protection and domestic water shut off valves in the area work is being performed.
Location and Floor:	Physical precautions: ☐ Floor penetrations or cracks through which water may pass and damage below areas are sealed. ☐ Susceptible materials near the work area are protected to prevent water damage. ☐ Electrical and other sensitive equipment near the work area is protected from potential water damage. ☐ All drains in the area of the work being performed under this permit are functional.
Nature of Job:	Water Watch: ☐ Water watches will be provided for 30 minutes after work. ☐ The viewer is trained in the response procedures in place in the event of a leak or accidental water discharge. ☐ Watches are familiar with operation and location of shut off valve necessary to quickly shut off valves in the event of leakage, pipe burst, or escaped liquids event.
I verify the above location has been examined, the precautions checked on the Precautions Checklist, have been taken to prevent water damage, and permission is authorized for this work.	Other Precautions taken: ☐ N/A - none not necessary. ☐ YES - describe _____
Date and Time Issued:	
Verified Complete (Signature of Supervisor):	
Date and Time Completed:	



Technology Overview

Most commercial water mitigation systems rely on the same core technology: Moisture/ leak detection sensors.

Vendor differences are primarily in platform design, user dashboards, and integration:

- Aqualeak, WaterAlert, Detection Group, Wasens.

Critical factors for success:

- Reliable power supply (hardwired vs. battery backup).
- Wi-Fi or cellular connectivity to ensure continuous monitoring.
- Capability for portfolios with multiple sites or hundreds of devices.

Insurance carrier data shows that early detection can **reduce claim severity by more than 50%.**



WASENS[®] by Triple[®] **ADVANCED**

Innovative systems for leak prevention and water savings

Smart detection system to alert of water flooding

A cloud-based system controlled remotely by an application and management software.

The system sends real-time notifications to your smartphone through an application about water flooding that may result from a water burst or flooding, temperature changes and communication.

The flood sensors detect flooding as soon as water hits the sensors and immediately sends alerts.

The system connects to the internet via wired, wireless or cellular communication. The communication between the components is RF based.

The system includes a HUB and flood sensors.

The system can be integrated to a building management systems via API.

Logos: Tuya, WiFi, Android, Apple

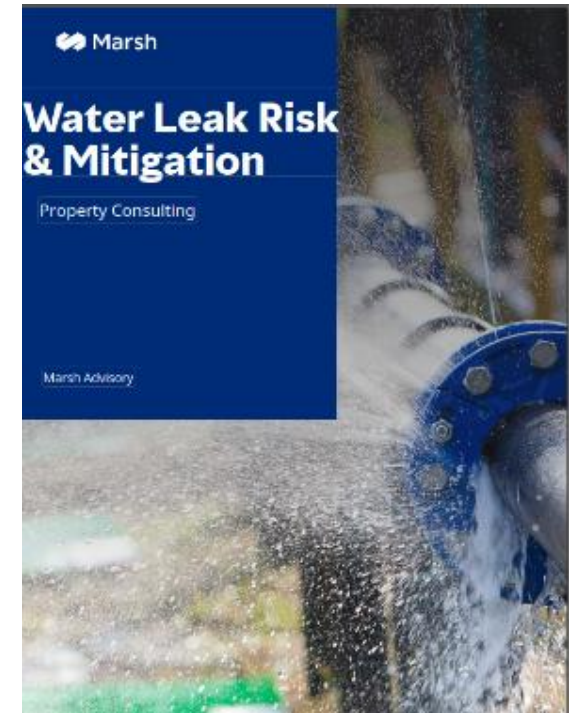


Restoration and Emergency Response

- **Containment:** Water shut off, and containment - spill kits OR cart to limit spread of water.
- **Immediate Remedy:** Water extraction and drying to prevent mold.
- **Vendor Partnerships:** pre-contract restoration companies as part of the Emergency Action Plan (EAP).

Training all staff on emergency procedures. Majority of leaks happen after hours/ non-normal operation hours. Staff members with the least experience/ time on work the 2nd and 3rd shifts.

Quick response reduces claim severity and supports faster business recovery.



NOTICE
WATER VALVE
SHUT-OFF

Any questions or queries contact

Ken E Botes

Marsh Risk Advisory

Ken.Botes@Marsh.com

+1 404 216 3425



This document and any recommendations, analysis, or advice provided by Marsh (collectively, the “Marsh Analysis”) are not intended to be taken as advice regarding any individual situation and should not be relied upon as such. The information contained herein is based on sources we believe reliable, but we make no representation or warranty as to its accuracy. Marsh shall have no obligation to update the Marsh Analysis and shall have no liability to you or any other party arising out of this publication or any matter contained herein. Any statements concerning actuarial, tax, accounting, or legal matters are based solely on our experience as insurance brokers and risk consultants and are not to be relied upon as actuarial, tax, accounting, or legal advice, for which you should consult your own professional advisors. Any modeling, analytics, or projections are subject to inherent uncertainty, and the Marsh Analysis could be materially affected if any underlying assumptions, conditions, information, or factors are inaccurate or incomplete or should change. Marsh makes no representation or warranty concerning the application of policy wording or the financial condition or solvency of insurers or reinsurers. Marsh makes no assurances regarding the availability, cost, or terms of insurance coverage. Although Marsh may provide advice and recommendations, all decisions regarding the amount, type or terms of coverage are the ultimate responsibility of the insurance purchaser, who must decide on the specific coverage that is appropriate to its particular circumstances and financial position.

We are leaders in risk, strategy and people. One company united by a shared purpose to build the confidence to thrive through the power of perspective.



Your guide to HSB Insurance & Other Offerings

September 10, 2026

Adam Ziembiec, Senior Business Development Director
Shannon Leonard, Senior Loss Control Director

- **Property Loss Control Inspections – what are they**
- **Jurisdictional Inspections – what are they and types of**
- **Sample inspection report**
- **Scheduling inspections**
- **Helpful tips to make process more efficient**

Property Loss Control Inspections

Property Loss Control Inspections

- **2024 Through Present**
- **76 Locations**
- **404 Recommendations**
- **Average 5-6 Recommendations per location**

Property Loss Control Inspections



- **Hazard Control**

- Storage Hazards
- Flammable Liquids
- Housekeeping
- Kitchen Protection

- **Operational Reliability**

- Inspection & Testing Programs
- Impairment Management
- Hot Work Controls
- Contractor Management

- **Business Resilience**

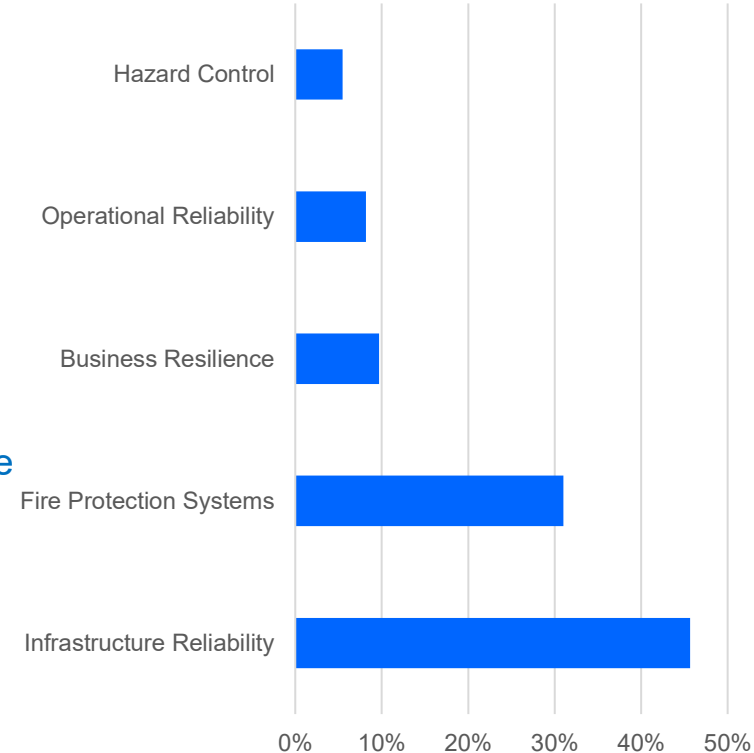
- IT/Server Room Protection
- Data Backup
- Business Continuity Planning

- **Fire Protection Systems**

- Sprinklers
- Fire Pumps
- Fire Alarms
- Fire Dampers
- Extinguishers

- **Infrastructure Reliability**

- Electrical Systems
- Roofs & Building Envelope
- Lightning Protection
- Dryer Systems



Jurisdictional Inspections

Jurisdictional Inspections

A jurisdictional inspection is conducted by a state or local inspector to verify that equipment complies with applicable laws, safety codes, and operating requirements.

- **Required by law or regulation.**
- **Conducted by an authority having jurisdiction (AHJ), such as a state agency, city department, or authorized inspector.**
- **Focuses on code compliance and public safety.**
- **Necessary for obtaining permits, certificates, licenses, or continued operation of equipment or facilities.**

Jurisdictional Inspections

Boiler Categories



- Watertube Boiler
- Power Boiler
- High Temperature Hot Water Boiler
- HP/LP Steam Heating Boiler



- Firetube Boiler
- Power Boiler
- HP/LP Hot Water Boiler
- HP/LP Steam Heating Boiler



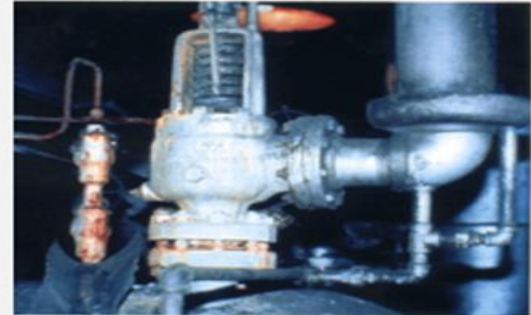
- Cast Iron boiler
- LP Hot Water Boiler
- LP Steam Heating Boiler

Jurisdictional Inspections

Boiler Safety Controls

Standard Jurisdictional Required Devices

- Low Water Fuel Cut Off – Water Level Control
- Pressure / Temperature Limit Switches
- Safety / Safety Relief Valves



Jurisdictional Inspections

Pressure Vessels



- **Used in most commercial buildings to supply compressed air for heating and air conditioning controls**
- **Common Issues:**
 - **Cracked weld on support leg or compressor mount due to vibration**
 - **Lack of Guarding**
 - **Relief Valve**

Jurisdictional Inspections

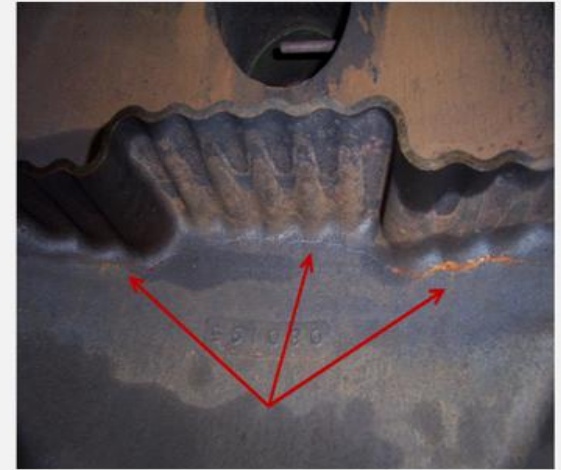
Air Condition Chiller (Receivers)



- May require a Jurisdictional Operating Permit.
- Is a heat exchanger (Shell & Tube)



- Leaking Tubes and or frozen.
- Made of copper.



- Crack in Baffle.
- Cause Refrigerant and Water to mix.

Sample Inspection Report

Sample Inspection Report Cover Page



P.O. Box 61509
King of Prussia, PA 19406-0909
Tel: (800) 333-4677
Fax (800) 801-3199
www.hsb.com



Loss Prevention Report

The Hartford Steam Boiler Inspection and Insurance Company

Insured:
County Reinsurance, Limited

Policy No.:
2367832

Service Date:
07/15/2026

Inspection Summary

This report is to confirm my visit to the _____ on the above date and is a summary of the activities completed and their results while at your facility. While at your facility I was accompanied by _____. The purpose of this visit was to conduct insurance loss prevention activities and complete jurisdictional inspections required by law on boilers and pressure vessels.

A Follow-Up Inspection was performed on hot water storage tank GAP252770 for the purpose of following up on previously noted code violations in order to renew the jurisdictionally required certificate of operation.

A Certificate External Inspection was performed on watertube - hot water supply boiler GAH252769 for the purpose of renewing the jurisdictionally required certificate of operation.

A Certificate External Inspection was performed on Unfired Pressure Vessel GAH252768 for the purpose of renewing the jurisdictionally required certificate of operation.

There are no recommendations as a result of this visit. A report will be submitted to the jurisdictional authority recommending issuing a Certificate of Operation for all applicable objects.



Sample Inspection Report

Recs

Recommendations

Code Recommendations

Violations of local codes that are required to be corrected by law.

Recommendation No:	Issue Date:	Equipment ID:	Initial/Follow-up:	Status:
2026-07-16-J-001	Jul 16, 2026	BOILER	Initial	Open

Condition

The boiler is not equipped with an electrical shutdown switch outside of the boiler room.

Recommendation

Jurisdictional requirements specify that a manually operated remote shutdown switch or circuit breaker shall be located just outside the boiler room door and marked for easy identification. Consideration should be given to the type and location of the switch to safeguard against tampering. If the boiler room door is on the building exterior, the switch should be located just inside the door. If there is more than one door to the boiler room, there should be a switch located at each door.

Recommendation No:	Issue Date:	Equipment ID:	Initial/Follow-up:	Status:
2026-07-16-J-002	Jul 16, 2026	BOILER	Initial	Open

Condition

The safety relief valve discharge is piped incorrectly. It is made up of PVC piping.

Recommendation

Install a discharge pipe, not less in size than the safety relief valve discharge outlet. This pipe must discharge to a safe point and not present a personal hazard. PVC material is not permitted for safety relief valve discharge. Piping shall be installed and supported so as not to induce a strain on the safety relief valve.



PVC Discharge Piping

Sample Inspection Report

Recs

Recommendations

Code Recommendations

Violations of local codes that are required to be corrected by law.

Recommendation No:	Issue Date:	Equipment ID:	Initial/Follow-up:	Status:
2026-01-29-J-001	Jan 29, 2026	GAP252770	Follow-up	Completed

Condition

The water storage tank safety relief valve does not have a test lever or lifting device.

Recommendation

Replace the relief valve test lever so that the valve can be properly tested or replace the relief valve with an ASME/NB relief valve that is rated for temperature/pressure. The pressure setpoint on the relief valve shall not exceed the Maximum Allowable Working Pressure (MAWP) of the tank (150 psi). The relieving capacity of the relief valve must be greater than or equal to the Btu/hr input into the tank (1,700,000 BTU/HR).

Status: July 15, 2026 - A new relief valve with a required lifting lever has been installed on this object. This recommendation is complete.



New relief valve



Relief valve missing test lever.

Sample Inspection Report

Recommendation Categories

1. **Code** – violations of local code that are required to be corrected by law
2. **Critical** – condition where a loss is imminent and immediate action is required to prevent a loss
3. **Priority** – condition potentially leading to a loss if left unattended
4. **Advisory** – helpful information based on sound engineering judgement

Scheduling Inspections

Scheduling Inspections

Contact Us



HSB Inspection Hotline

Hours: 8:00 a.m. to 8:00 p.m. EST, Monday through Friday

Please have policy information available when contacting us

Phone 1-800-333-4677

Email NSCInsp_Hotline@HSB.com

Information Needed:

- Please identify yourself as a member of County Reinsurance Limited (CRL)
- Location Address of facility to be inspected
- Name and Phone Number of contact at facility
- **HSB Policy Number:**
2367832
- Other pertinent information: Urgency of request, reason for inspection needed, etc.

Helpful Tips for Scheduling Inspections

Helpful Tips



1. Valid contacts for scheduling.
2. Location contact to save HSB hotline number (800-333-4677) into phone to avoid thinking inspector call is spam.
3. Notifying HSB of locations that have been added to or removed from program. This will avoid inspection delays or confusion.



4. Adding new location for Inspection Scheduling

County Reinsurance, Limited (CRL)

Inspection Hotline – NEW MEMBERS / LOCATIONS

County Reinsurance Limited (CRL) has partnered with Hartford Steam Boiler Inspection and Insurance Company (HSB). HSB is responsible for conducting all State required boiler and/or pressure vessel inspections. If you have a member that requires an inspection and has not been contacted by HSB before the object due date, please have them contact HSB. Note: HSB may conduct an initial independent inspection visit to any location that may have Jurisdictional objects based on their occupancy.

Below are the steps and process for adding a new County or Location(s):

1. **The Member must send locations to be added with location name, full address, building and contents values (if available), and local contact person information to the following:**
Shannon_Leonard@HSB.com; Skyler.Gordon@marsh.com; grace.perry@marsh.com;
Ken.Botes@marsh.com; michael.hayes@marsh.com; CRL.MemberServices@Countyre.org
2. HSB will add the locations to their database. These will be compared with their respective State Databases to identify jurisdictional objects and due dates for inspections. Any past due or upcoming inspections will be manually ordered as a rush by HSB.
3. The process to add locations to the HSB database may take up to 2-3 weeks after providing the information in Step 1. Once completed, locations that require inspections will be scheduled accordingly by the HSB Inspection Scheduling Department.

HSB has assigned a dedicated Account Engineer to monitor jurisdictional inspection activity and handle any issues or questions a member might have.

If you or a member wish to discuss any issues directly, please feel free to contact Shannon Leonard per the information below:



A Munich Re company

Shannon Leonard
Senior Loss Control Director
(336) 225-8006
Shannon_Leonard@hsb.com

Adam Ziembiec
Senior Business Development Director
(803) 203-9453
Adam_Ziembiec@hsb.com

Thank you

© 2020 The Hartford Steam Boiler Inspection and Insurance Company. All rights reserved. This presentation is intended for information purposes only and does not modify or invalidate any of the provisions, exclusions, terms or conditions of the policy and endorsements. For specific terms and conditions, please refer to the coverage form.

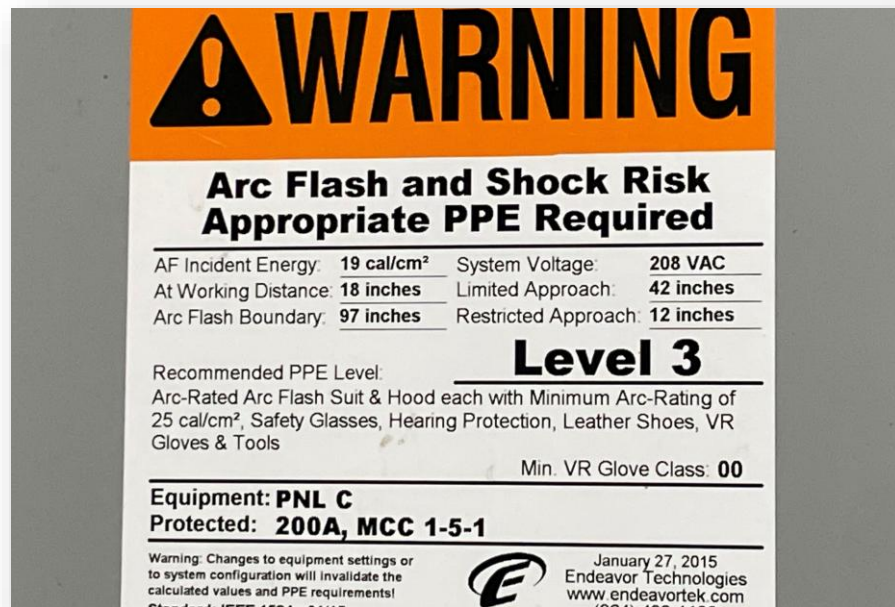


Thermographic Evaluations.

June 2026



SAFETY MATTERS!



WARNING

**Arc Flash and Shock Risk
Appropriate PPE Required**

AF Incident Energy: 19 cal/cm²	System Voltage: 208 VAC
At Working Distance: 18 inches	Limited Approach: 42 inches
Arc Flash Boundary: 97 inches	Restricted Approach: 12 inches

Recommended PPE Level: **Level 3**

Arc-Rated Arc Flash Suit & Hood each with Minimum Arc-Rating of 25 cal/cm², Safety Glasses, Hearing Protection, Leather Shoes, VR Gloves & Tools

Min. VR Glove Class: **00**

Equipment: **PNL C**
Protected: **200A, MCC 1-5-1**

Warning: Changes to equipment settings or to system configuration will invalidate the calculated values and PPE requirements!
Standard: IEEE 1584-2015

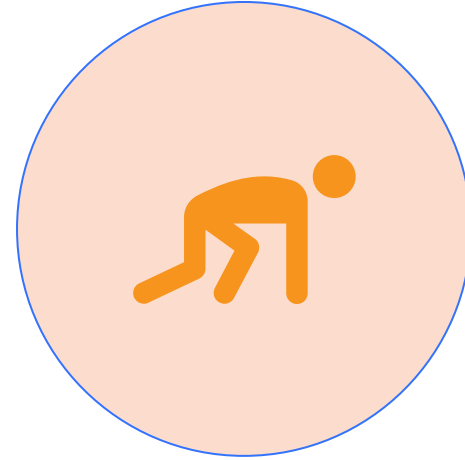
 January 27, 2015
Endeavor Technologies
www.endeavortek.com
(866) 408-1133

ALWAYS

- Wear appropriate PPE
- Avoid Distractions
- Be aware of potential hazards
- Consider ALL EQUIPMENT LIVE unless proven otherwise
- Stop activities if unsafe action or condition exists
- **NEVER**
- Stand in front of a panel or other closure door if it is being opened
- Violate the Minimum Approach Boundary
- Take amperage or voltage readings
- Walk while looking through the camera



THERE ARE MANY HAZARDS THAT EXIST BEYOND THE SCOPE OF YOUR INSPECTION. ALWAYS BE AWARE OF SAFETY CONCERNS OUTSIDE OF THE REALM OF YOUR INSPECTION.



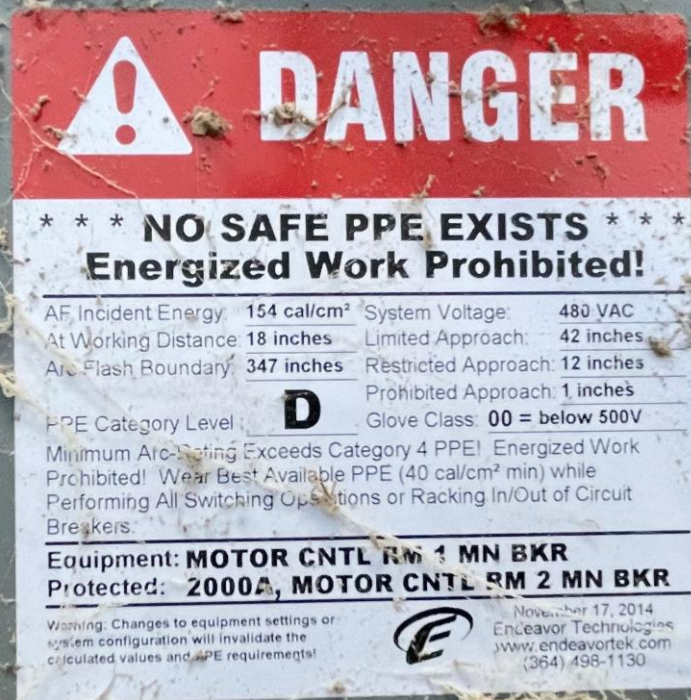
FACILITIES HAVE TRIP FALL HAZARDS, RUNNING MACHINES, FORKLIFT TRAFFIC EMPLOYEE TRAFFIC AND SEVERAL OTHER HAZARDS THAT CAN HURT YOU OR OTHERS AROUND YOU. YOU SHOULD ALWAYS BE AWARE OF YOUR SURROUNDINGS.

SAFETY MATTERS!



- **BE AWARE OF:**
- Any exposed electrical wires, breakers or junction boxes
 - Do not enter any room with exposed electrical
 - Look around you for any trip fall hazards before entering an electrical room.
 - Always be mindful of the hazards for you and your escorts.
 - Utilize the Arc flash labels for their intended purpose.

SAFETY MATTERS!



- IF YOU SEE THIS LABEL ON ANY ELECTRICAL EQUIPMENT STOP.
- DO NOT ATTEMPT TO INSPECT OR HAVE THE ELECTRICAL EQUIPMENT OPENED.

SAFETY MATTERS!

Arc Flash Boundary

Boundaries for Arc Flash Protection and Shock - Approach Limits



Example of Detailed Arc Flash and Shock Warning Label

Note:
Arc Flash + Shock PPE
for 600 V Energized
Work Task as example



CSA Z462 Table 1 / NFPA 70E Table 130.2 (C)
Approach Boundaries to Energized Electrical
Conductors or Circuit Parts for Shock Protection

	Limited	Restricted	Prohibited
480V	3 ft. 6 in. 1.07 m	1 ft. 0 in. 305 mm	0 ft. 1 in. 25 mm
600V	3 ft. 6 in. 1.07 m	1 ft. 0 in. 305 mm	0 ft. 1 in. 25 mm
4160V	5 ft. 0 in. 1.52 m	2 ft. 2 in. 660 mm	0 ft. 7 in. 187 mm
13800V	5 ft. 0 in. 1.52 m	2 ft. 2 in. 660 mm	0 ft. 7 in. 187 mm

Image Courtesy of ESPS, retrieved from <https://protrain.hs.lmwd.net>

Copyright © 2010, ESPS Electrical Safety Program Solutions INC.



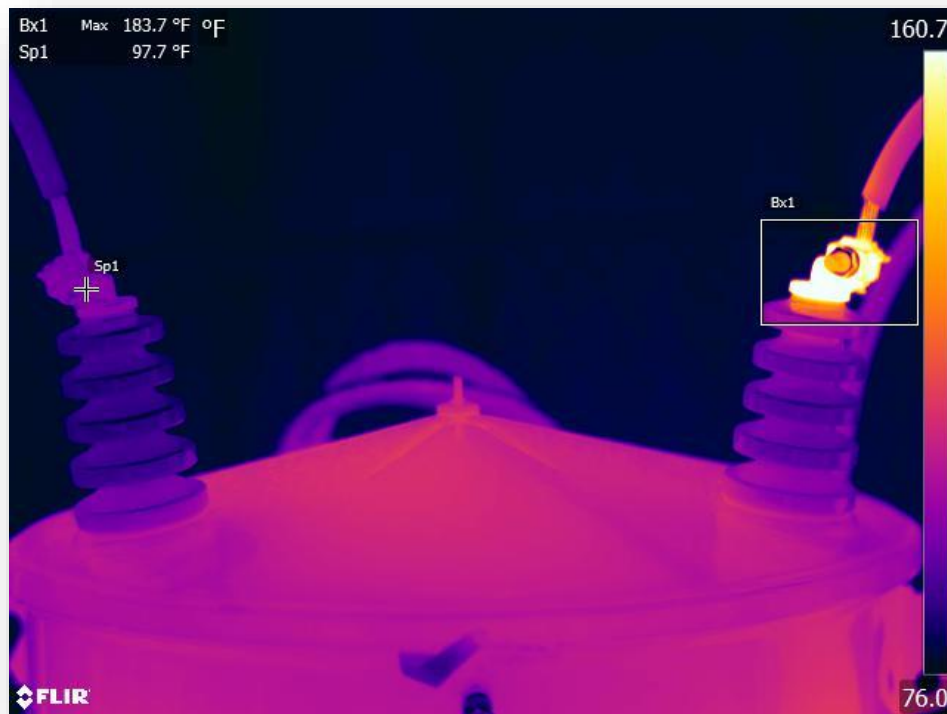
Why Infrared Thermography?

Thermography aids in finding issues with many different systems and components

Breakers Panels	Transformers	Motors
Disconnects	Refractory / Insulation	Piping
Air and heat exchangers	Air to water exchangers	Bearings

Our focus is fire prevention; electrical systems and related components.

Why Infrared Thermography?



- Objectives:
- We are not diagnosing issues, only identifying possible concerns that may warrant further investigation/review.
- Recognizing the temperature difference is more important than the accuracy of the temperature measurement.

Common Electrical Failures.



Electrical Failure Causes

Loose connections/parts	30.3%
Moisture	17.4%
Defective/inadequate insulation	9.9%
Foreign object/short circuiting	7.3%
Accumulation of dust, dirt, and oil	2.2%
Line disturbance (not lightning)	10.4%
Lightning	8.1%
Collision	3.9%
Overloading inadequate capacity	2.4%
All other causes	8.1%
Total	100%

67% of electrical failures can be addressed with a preventive maintenance program

Figure illustrates specific causes of electrical failures and the individual contribution of each cause. This list is based upon twenty years of HSB claims data.

FLIR C2 CAMERA.



14° to 302°F Object
Temperature Range

MSX Enhanced Thermal Images

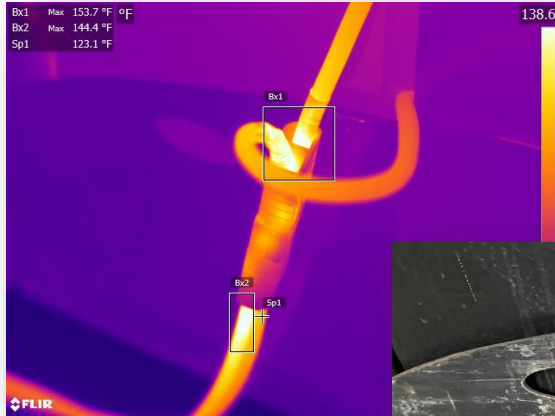
LED Spotlight

3" Touchscreen Display

Durable Housing



Using the FLIR Camera.



- All objects emit energy; the higher the temperature the more energy is emitted
- Visible light range for human eye is between 0.4 microns and 0.75 microns.
- An infrared camera is capable of widening this to 0.2 microns to 20 microns. .
- Not all energy is radiated by an object
- Only ~60% of the energy emitted leaves the surface

Using the FLIR Camera.



- Various settings within the camera are necessary to produce a quality image
- **F**ocus, **R**ange and **D**istance (**FORD**)
- **E**missivity of the object being scanned
 - Radiation emitted
- **R**eflected temperatures produced by surrounding environment

Using the FLIR Camera.



Focus

- If image focus is not correct, it remains out of focus in software. (See image left)

Range

- The temperature range is shown on the right side of the camera.
- Indicated readings of interest should be somewhere in the middle of the range.

Distance

- There are minimum focus distances for cameras.
- If you set camera range for 3 feet and image taken at 10 feet it will produce incorrect results.

Centering Image on area of Concern.

Centering Image on Area of Concern

Area of interest reading background temperature as the circle is partially off the pipe, averages in background



Area of interest centered correctly



© 2017 The Hartford Steam Boiler Inspection and Insurance Company. All rights reserved.

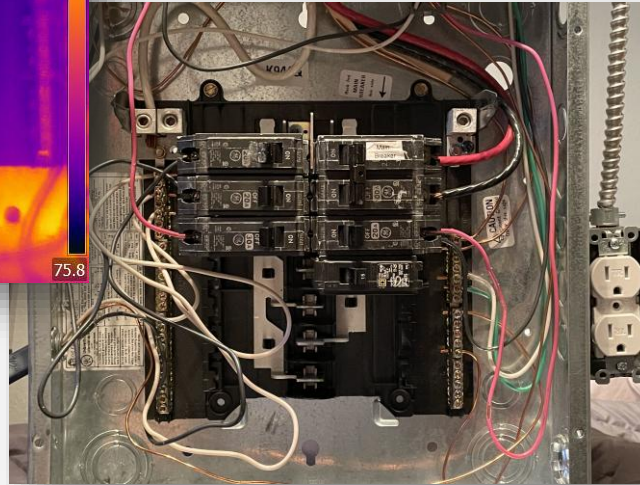
12/15/2017

Reflected and Apparent Temperatures.

What is a Reflected Temperature?

1. A reflected temperature is a combination of ambient, background and reflected sources.
2. Sources of Reflected Temperatures
 - People
 - Sunlight
 - High intensity lighting
 - Boilers, piping, pumps, and receivers, ambient conditions are just a few
3. How do you adjust for these influences?
 - Set your “E” at 1.0 facing the target and scan the area; this considers reflected and emitted radiation seen by the camera lens, enter that value into the camera as Trefl.

Why Do Reflection's Matter?



Understanding reflections is key to your thermal inspections. In the example photo you can see a potential thermal issue with the bus bar of this electrical panel. But what you are really seeing is a DEAD electrical panel it has NO current going through it. What you are really seeing is a reflection of the inspector's body heat in the bus bar. That is why you should always be aware of any potential reflections. This can make or break a thermal inspection.

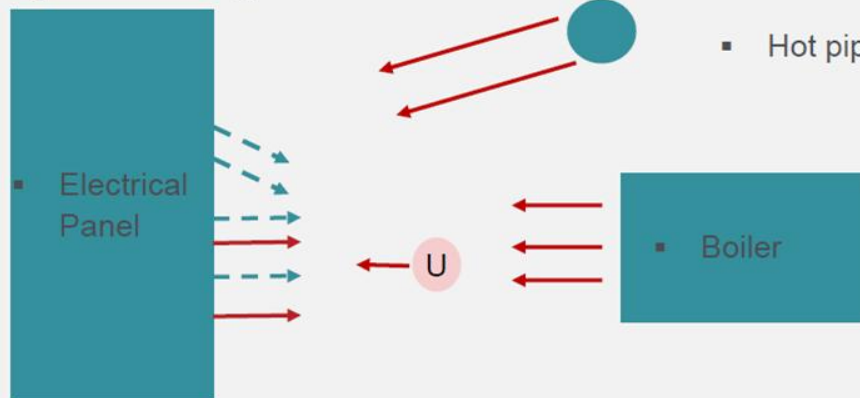
Why Do Reflections Matter?

- Example: A high heat source is present and is reflecting off your intended target.
 - Adjust Reflected temperature setting in the camera to account for these influences to be accurate

- Reflected



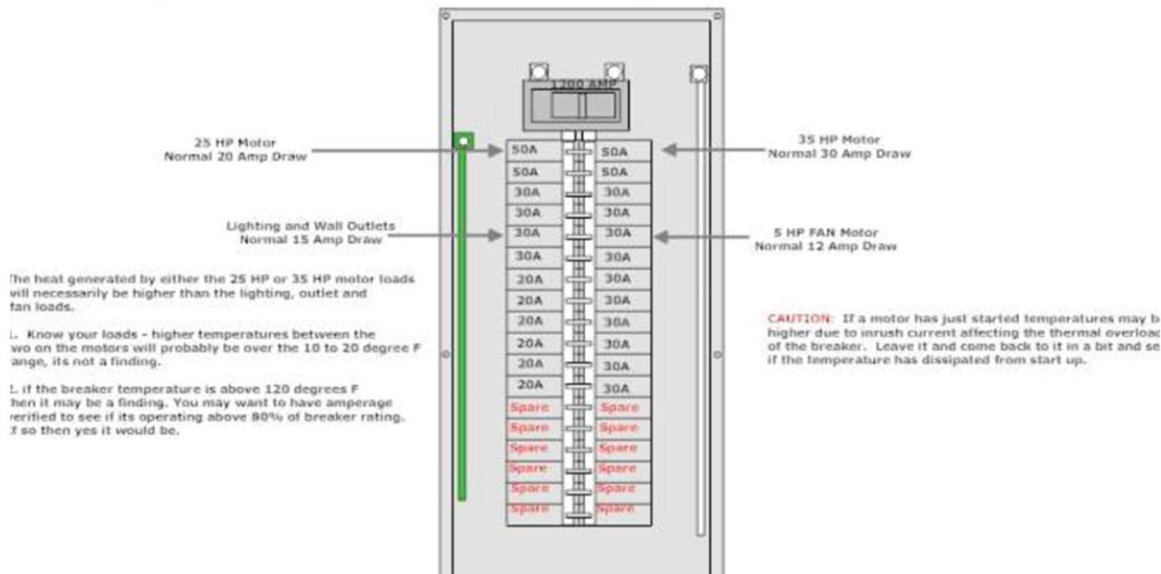
- Emitted



- Angle for Scan of Breaker 10 – 35 degrees off center
- **Never take an image at or close to 90 degrees**

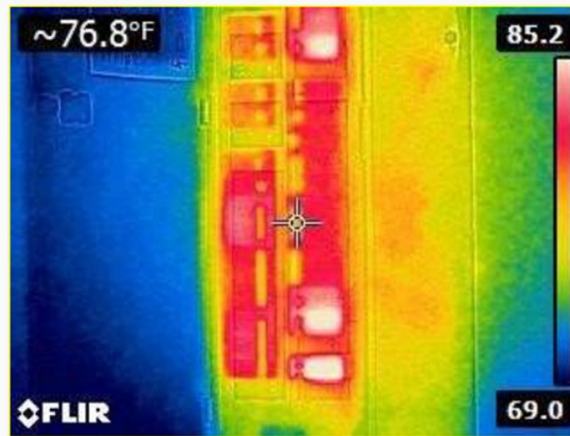
Knowing Service Supplied and Loading.

Knowing Service Supplied and Loading

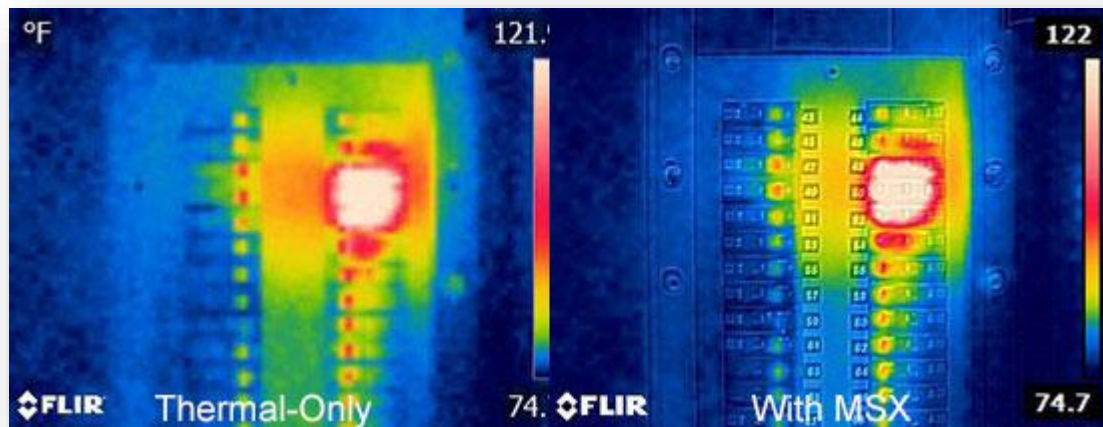


Knowing Service and Supplied Loading.

Breakers **should not exceed 120°F, or 20°F hotter than other breakers in the panel** in similar loadings.

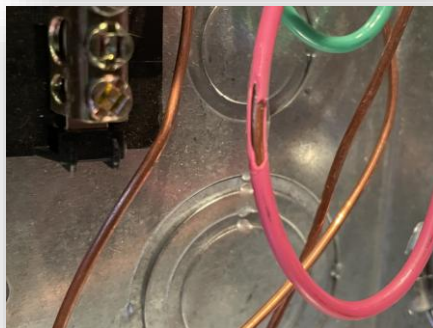
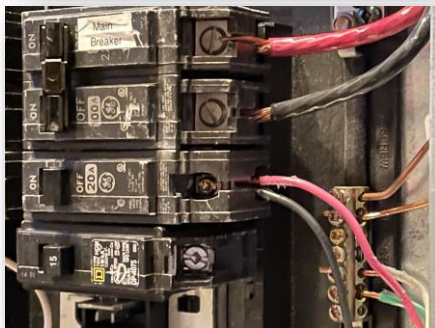
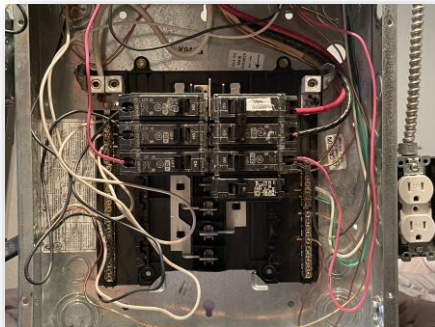


Understanding FLIR MSX and why light matters when using the FLIR C2.



- When using FLIR MSX® it is important to remember that utilizing increased lighting conditions while conducting the inspections the better the technology will work. The C2 uses a low-resolution Thermal image and a high-resolution digital camera to capture useful items such as circuit numbers, fuse names and more then it is embedded directly on the thermal image. This technology gives you a clearer view of the image that you are looking at when using a lower resolution thermal camera and may be key to identifying potential thermal findings.

Finding issues without A Thermal Camera.



- Your infrared camera is just one of many tools that you have during an inspection. **YOU** are the tool as well when you are inspecting an electrical system it is easy to only think of your thermal imager for finding issues. That is not always the case this panel has many visual findings that have no thermal signature such as Missing covers, double tapped circuits, damaged insulation, incorrect breakers and more. All of these findings can have Life, Fire and safety hazards.

Tips For Success.

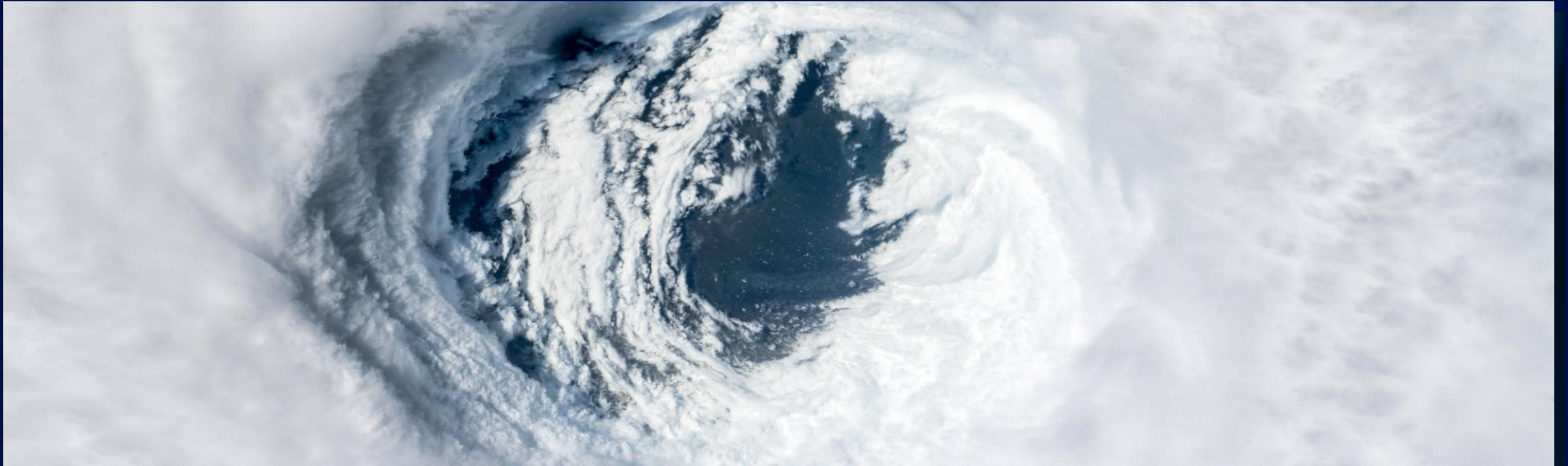
- **Always take time to properly assess the area you are imaging**
- Take time to review your image before moving along to the next image, if Focus, Range, Distance (FORD) are incorrect retake the image memory is cheap and free.
- Focus, Range, Distance and Emissivity settings (1.0 in camera and adjust in software if desired for accuracy)
- Temperature settings (auto setting is best practice)
- Reflections from other sources
- Adjust for reflected and emitted energy from adjacent sources
- Tune your image in software before entering them into any report.
- Choice of which color pallet to use is based on what pallet best displays the conditions.
- Allow enough light for the FLIR MSX® technology to work properly.
- And **ALWAYS** remember **SAFETY** is key to a successful inspection.

MARSH



2026-2027: CAT Modeling Insights: Interpreting Reports for Better Risk Decisions

Rich Wall



CAT Modeling 101

- The CAT Models currently used for risk management purposes are currently the RiskLink model developed by Risk Management Solutions and the Touchstone model developed by AIR Worldwide.
- The RiskLink model makes up the majority of the primary market which AIR is stronger in the reinsurance market. For the purpose of discussion we will generally focus on the RMS model as it is more commonly utilized by underwriters.
- Both models have many similarities. They are both experienced based probabilistic models where the vulnerability functions are based on past claims data and engineering evaluations of damage in prior events.
- Both models also go through the same steps to arrive at the loss expectancies.
- The models basically have three modules:
 - Hazard Module
 - Vulnerability Module
 - Financial Module

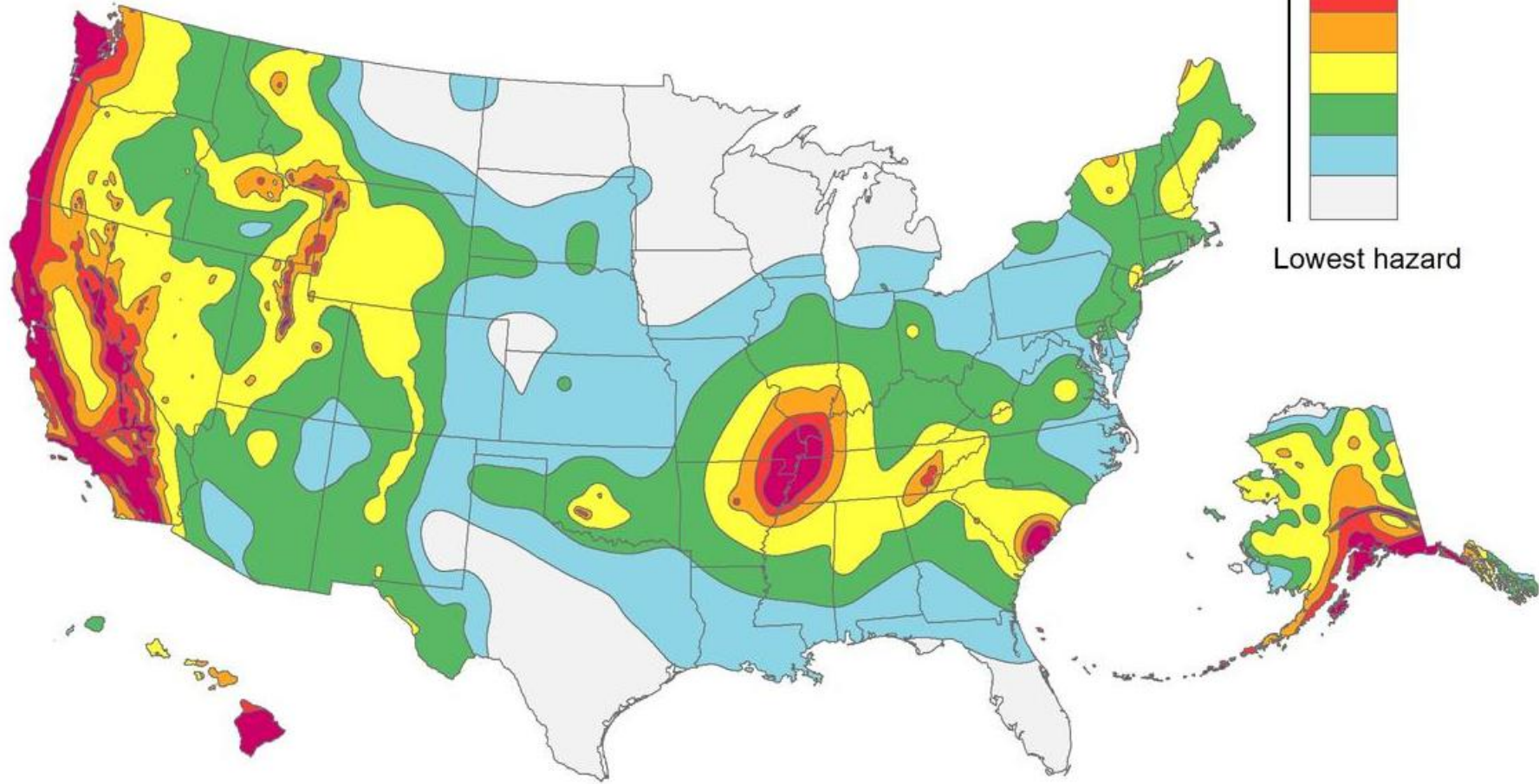


Hazard Module

- This is the model module that includes the stochastic event sets.
- This module is set and cannot be modified. It is regularly updated year over year to include changes in the expected hazard level for different perils.
- Large hurricane or earthquake events can have an impact on the hazard module.
- The earthquake hazard is heavily influenced by the research work conducted by the USGS and other bodies globally.
- The hazard module includes the location level hazards pre-calculated.
- This is calculated using the filling rates for hurricanes which is the rate at which a hurricane degrades as it moves inland and the ground attenuation of earthquake energy as you move away from the epicenter of an event.
- The location level hazard is measured in Modified Mercalli Intensity (MMI) for EQ and windspeed or surge height for hurricane / surge.
- These are pre-calculated and stored in the hazard module to speed up computation times in the model.



U.S. Earthquake Hazard



Geocoding

- The geocoding of a portfolio is conducted in the hazard module.
- The address of the locations is utilized to locate the assets in relation to the hazard being modeled. This can also be done using the latitude and longitude coordinates which in most cases is more precise.
- The models utilize the geocoding to assign the hazard level or felt intensity for each event in the event set that will cause loss at the asset in question.
- Geocoding, in some cases, can also have a significant impact on the loss expectancy.

Vulnerability Module

- The vulnerability module is where the model calculates the damage ratio for each event that affects the asset being modeled.
- This module is where data quality efforts are focused.
- The models utilize the primary characteristics along with the felt event intensity from the hazard module to determine the expected base damage ratio and then modifies that damage ratio up or down based on the secondary modifiers provided for each event.
- As previously discussed, the vulnerability functions are based on the performance of assets with common characteristics to prior events.

Financial Module

- This is the module where the model turns the damage ratios calculated in the vulnerability module into dollar losses.
- The program terms (deductibles, limits and layering) are applied in this module as well.
- This is also the module that calculates the EP losses and the Average Annual Loss.

Primary Characteristics

- Both the AIR and RMS models are based on four general primary characteristics:
Construction - Occupancy - Year Built - Number of Stories
- The year built is critical and is based on bands of years that have to do with the changes in the codes governing construction. Changes between bands can be dramatic when major code revisions are involved.
- The number of stories is also based on bands of building height. The number of stories are more related to building height than the actual number of floors.
- The models utilize two inputs for construction and occupancy.
 - Scheme and Code
- Construction
 - AIR uses the AIR scheme natively in both their hurricane and earthquake models.
 - RMS uses the RMS construction scheme natively in it's hurricane model but uses the ATC construction scheme natively in the EQ model
- Occupancy
 - AIR again utilizes the AIR occupancy codes natively in both models.
 - RMS utilizes the ATC occupancy codes natively in both models.
- It is much preferred to utilize the native construction and occupancy coding. Otherwise the models will have to map to the native scheme which can introduce errors in the modeling.



Secondary Modifiers

- Where the primary characteristics are the general description of the asset, the secondary modifiers are the asset details.
- RMS limits the impact of the secondary modifiers because in previous versions the secondaries could outweigh the primaries if coded in a certain manner.
- Secondary modifier applicability and importance are based on the primary characteristics.
- Care must be used in coding secondary characteristics as they are many times are not intuitive.
- You must have a good understanding of the impact tables in order to code secondary modifiers as many times assets are not a direct fit for one of the choices offered.

Data Quality Impact on Modeling

CAT exposed placements are heavily dependent on modeling and Modeling is heavily dependent on input data (primary characteristics and secondary modifiers).

By extrapolation successful CAT placements are highly dependent on data quality.

Poor data quality can increase both the base losses as well as increase the uncertainty associated with the losses.

Since the modeled losses are produced at high confidence levels, the uncertainty in the modeling calculations can have a significant impact on the loss expectancies.

This characteristic of the models make it easier to lower loss projections than to increase them by providing additional input data.



2026-2027 CRL Portfolio-Level Modeling Analysis

Ground Up, including buildings, all locations, all Member Pools

Return Period	All Earthquake	New Madrid Earthquake	Hurricane	Severe Convective Storm	Inland Flood	Wildfire
	RMS 23.0	RMS 23.0	RMS 23.0	RMS 23.0	AIR 9.0	AIR 9.0
AAL	\$2,528,944	\$687,158	\$7,604,594	\$10,582,863	\$7,675,576	\$1,334,224
100	\$70,039,199	\$6,278,370	\$121,526,707	\$55,158,594	\$43,101,980	\$12,919,896
250	\$154,091,841	\$63,327,579	\$200,123,938	\$76,104,091	\$52,807,264	\$18,347,512
500	\$216,481,707	\$115,866,575	\$275,294,832	\$94,318,989	\$67,279,561	\$21,050,498
1000	\$288,030,250	\$157,024,449	\$360,594,396	\$114,513,196	\$82,298,842	\$26,077,570

Modeling data above is captured as of latest value true up provided to CRL.



2026-2027 CRL Portfolio CAT Modeling & Program Limit

CRL Portfolio Modeling	250 Year Modeled Result	500 Year Modeled Result	CRL Program Limit
Earthquake	\$154,091,841	\$216,481,707	\$500M
New Madrid Earthquake	\$63,327,579	\$115,866,575	\$125M TN New Madrid Counties
Hurricane	\$200,123,938	\$275,294,832	\$800M, except \$350M within Tier 1 & 2
Severe Convective Storm	\$76,104,091	\$94,318,989	\$1B
Inland Flood	\$52,807,264	\$67,279,561	\$500M, except \$200M SFHA
Wildfire	\$18,347,512	\$21,050,498	\$1B



CatDQ Locations for CRL

Address	City	State	Year
1812 Newcastle St	Brunswick	GA	2012
Beachview Dr	Saint Simons Island	GA	2012
Coast Guard Station	Saint Simons Island	GA	2012
208 Gloucester St	Brunswick	GA	2012
530 Beachview Dr	Saint Simons Island	GA	2012
701 H Street	Brunswick	GA	2012
2805 4th Street	Brunswick	GA	2012
1815 Gloucester St	Brunswick	GA	2012
1725 Reynolds Street	Brunswick	GA	2012
701 G Street	Brunswick	GA	2012
2742 4th Street	Brunswick	GA	2012
1044 Driftwood Drive	Manteo	NC	2013
954 Marshall Collins Drive	Manteo	NC	2013
Marshall Collins Drive	Manteo	NC	2013
Mustian Street	Kill Devil Hills	NC	2013
359 Water Plant Road	Manteo	NC	2013
50347 NC Highway 12	Nags Head	NC	2013
50225 Water Plant Road	Nags Head	NC	2013
205 Highway 64 264	Manteo	NC	2013
107 Exeter Street	Manteo	NC	2013
205 Highway 64	Manteo	NC	2013
Criminal Justice Center – 800 West State Street	Farmington	UT	2013
Detention Center, 1044 Driftwood Drive	Manteo	NC	2015
Administrative Building, 954 Marshall Collins Drive	Manteo	NC	2015
Justice Center, 962 Marshall Collins Drive	Manteo	NC	2015
Criminal Justice Complex, 800 W State St	Farmington	UT	2015
Weber Center, 2380 Washington Blvd, Ogden UT	Ogden	UT	2015
Conference Center/Theater, 2415 Washington Blvd	Ogden	UT	2015
Pruitt Health Skilled Nursing and Rehab - 468 Highway 70 E	Sealevel	NC	2017
Beaufort Elementary School - 801 Mulberry Street	Beaufort	NC	2017
Carteret County Jail and Sheriff's Office - 304 Craven Street	Beaufort	NC	2017
Justice Complex - 7171 Court Street	Jacksonville	NC	2017
401 N. College Street	Trenton	TN	2019
100 S. Dupree Avenue	Brownsville	TN	2019
1801 S. College	Covington	TN	2019
705 Justice Drive	Somerville	TN	2019



CRL Example of Effect of Data Quality

Street Address	City	GU AAL % Change
1812 Newcastle St	BRUNSWICK	-56.89%
Beachview Dr	SAINT SIMONS ISLAND	83.38%
Coast Guard Station	SAINT SIMONS ISLAND	-28.00%
208 Gloucester St	BRUNSWICK	-79.78%
530 Beachview Dr	SAINT SIMONS ISLAND	-89.87%
701 H Street	BRUNSWICK	-78.82%
2805 4th Street	BRUNSWICK	-62.50%
1815 Gloucester St	BRUNSWICK	-81.57%
1725 Reynolds Street	BRUNSWICK	-82.41%
701 G Street	BRUNSWICK	-86.02%
2742 4th Street	BRUNSWICK	-82.81%



This document and any recommendations, analysis, or advice provided by Marsh (collectively, the “Marsh Analysis”) are not intended to be taken as advice regarding any individual situation and should not be relied upon as such. The information contained herein is based on sources we believe reliable, but we make no representation or warranty as to its accuracy. Marsh shall have no obligation to update the Marsh Analysis and shall have no liability to you or any other party arising out of this publication or any matter contained herein. Any statements concerning actuarial, tax, accounting, or legal matters are based solely on our experience as insurance brokers and risk consultants and are not to be relied upon as actuarial, tax, accounting, or legal advice, for which you should consult your own professional advisors. Any modeling, analytics, or projections are subject to inherent uncertainty, and the Marsh Analysis could be materially affected if any underlying assumptions, conditions, information, or factors are inaccurate or incomplete or should change. Marsh makes no representation or warranty concerning the application of policy wording or the financial condition or solvency of insurers or reinsurers. Marsh makes no assurances regarding the availability, cost, or terms of insurance coverage. Although Marsh may provide advice and recommendations, all decisions regarding the amount, type or terms of coverage are the ultimate responsibility of the insurance purchaser, who must decide on the specific coverage that is appropriate to its particular circumstances and financial position.

We are leaders in risk, strategy and people. One company, with four global businesses, united by a shared purpose to build the confidence to thrive through the power of perspective.

Inside the Underwriter's Mind:

Data-Driven Decisions in Property Risk

Lauren Navarro, CIC
Underwriting Manager
Lauren.Navarro@countyre.org
Direct: 336.968.5889
Mobile: 704.771.9803

Learning Objectives

- ✓ To better understand the overall underwriting process
...Put on you underwriting hat
- ✓ To better apply risk considerations to underwriting decisions
...Think outside the box
- ✓ To add additional value to member relationships
...Communication during underwriting allows for expectation management at the time of loss

CRL's Tool for Property Risk Evaluation

CRL has prepared a reference tool to assist with assessing property risks and documenting critical information throughout the underwriting process. This tool includes a “Guide to Underwriting Authority” as well as “Steps” to evaluate property risks, as follows:

- STEP #1 – High Level Risk Assessment
- STEP #2 – Information Availability and Quality
- STEP #3 – What We Have, Need, and Want
- STEP #4 – Next Steps
- STEP #5 – Let's Proceed...An Underwriting Summary

The Basics

Material Components of CRL's Property Program

Underwriting Roles

- What role does each of the following parties play in the underwriting process?
 - Reinsurers aka “The Panel”
 - CRL
 - Member Pools
 - Original Insureds

Underwriting Guidelines

- Rural counties
- Limited catastrophe “CAT” exposure
 - Tier 1 (hurricanes, wind, hail)
 - New Madrid (earthquake)
- Limited prior claims
- Well-managed historic and “special” properties
- Coverage for real property, personal property, PITO, inland marine, auto physical damage (including emergency vehicles)

Underwriting Authority

- What is “Underwriting Authority” or “The Pen”?
 - Specified limitations for underwriting decisions that can be made without additional approval
- What authority parameters exist for the CRL Property Program?
 - When is a referral required? (See the “Guide to Underwriting Authority”)
- Why does “Underwriting Authority” matter?
 - Where does coverage come from if something is approved without authority?

Underwriting Thought Process

Who?

- Who is this for? Eligible?

What?

- What am I looking at? new, renewal, change
- What is it? occupancy, use
- What are the risk characteristics, quality concerns?

Where?

- What is the location? Tier 1, New Madrid, general concerns

When?

- Can we meet member expectations?
- Can I give a quick yes or no?
- Will this require a referral?

Why?

- Is this a risk I want in my pool?
- Is this a good fit for CRL?

At-A-Glance

Beginning the Underwriting Process | Initial Risk Considerations

STEP #1 – High Level Risk Assessment

Initial risk facts and impressions...

- What am I looking at and being asked to cover?
- What are the main characteristics that stand out to me?
- Is this within my authority?
- Can I proceed or am I declining? Why?

STEP #2 – Information Availability and Quality

Initial information review...

- What information have I received?
- Is the provided information up to date?
- Is there additional information I can find on my own?

Keep in mind...

- Information availability and quality are key to educated underwriting decisions
- The type of information needed varies based upon the class of business and requested coverage
- County GIS records (source for year built, sq ft, photos, C.O.P. E. data)
- Google Maps (source for dated building images, roof images, surrounding exposures)

Digging In

The Process of Evaluating and Documenting Underwriting Data to Determine Next Steps

STEP #3 – What We Have, Need, and Want

Breaking the information down...

- **Have:** Information is sufficient
- **Need:** Critical information that is necessary to proceed
- **Want:** Helpful information which could impact underwriting; however, it is not necessary for immediate underwriting decision-making

Quality information can impact underwriting decisions.

ACTION NEEDED → As the underwriter, you decide if you “**have**” sufficient information, “**need**” more information, and/or “**want**” additional information and document this for reference.

The Many Hats of Underwriting

What additional areas do we need to consider while reviewing a risk that may fall outside “Underwriting”?

- Appraisals: Have they been completed, is the C.O.P.E. data accurate?
- Claims: What is the loss history? What was the response if there was a loss?
- Loss Control: When was the last inspection? Were recommendations implemented?
- Maintenance: Where would I focus my attention if this risk was my only priority?
What needs attention?

STEP #4 – Next Steps (Part 1)

How do I rate this risk?

→ Based on the “haves”, rate A through F or 1 star through 5 stars

What additional information do I need to make my decision?

→ Examine the information I “have” and “need” from Step #3

→ What information that isn’t listed might I need to request?

What are my next steps based upon my considerations?

→ There are multiple options including requesting additional information to evaluate further, sending a declination, referring, quoting, and remaining on the risk.

Decision Time

Using Underwriting Data to Communicate Next Steps

STEP #4 – Next Steps (Part 2)

Communicating the Decision

- Timely communication is important in all situations
- The method of communication is fluid based upon each situation
- A phone call may be warranted
- All communication should be followed up with an email for documentation

What is a subjectivity?

- Additional information that is needed to bind coverage

What is a “No Known Loss Letter”?

- A letter signed by the “Original Insured” stating that there is no knowledge of a loss for a specified time period if loss runs cannot be obtained

Documentation

Memorializing Underwriting Data and Underwriting Decisions

STEP #5 – Let's Proceed...An Underwriting Summary

Documentation of the underwriting process

- Factual details obtained while reviewing the risk are recorded in earlier steps
- This step is intended to summarize where we are at overall
- What is a high-level summary of the information we “have” (in hand), “need” (time sensitive and material), and “want” (when it's available)?
- What rating and coverage considerations do we need to consider based upon our review?
- What are our “final thoughts” on where we stand in the present moment?

This is a snapshot at the time we reviewed the information.

Scenario Activity

- Group Activity (3 to 4 people per group)
- You will have an opportunity to ask questions
- Think outside the box
- Use the “Property Risk Evaluation” tool as a guide
- All scenarios assume:
 - ✓ No tier restrictions
 - ✓ No New Madrid exposure
 - ✓ Location photo is on next slide



Scenario #1 – Bright & Shiny Office

A county advises that a new office building needs to be added to the schedule effective yesterday (literally). Here are the details they provided:

- New construction (not a renovated building)
- 2026 year built, masonry non-combustible, roof is a flat, single-ply membrane roof
- 20,000 square feet, 2 stories
- 100% sprinklered
- No noteworthy characteristics or special features
- Replacement cost = \$6,200,000
- County employees are moving in next week



Scenario #2 – Consistently Vacant

It's time to review the Schedule of Values and updates on any vacant buildings have been requested by CRL. The information we have is:

- Old county shop building
- Currently scheduled value = \$587,000
- Built in 1972
- 8,500 sq ft
- Roof replaced in 2000
- Vacant for past 3 years
- Chain link fence (6 ft tall) around building
- There is nothing stored in the building



Scenario #3 – Courts In Session (since 1901)

A neighboring county's courthouse burned down and was significantly undervalued. You receive a call from your member as they are concerned about the value of their courthouse. The information you have is:

- Historic registry courthouse built in 1901
- 3 stories, 23,800 sq ft
- Last appraisal conducted in 2025 but was not for historic reproduction
- Currently scheduled value = \$4,641,000
- Notable Features: copper dome and roof, marble floors on the main floor, detailed woodworking throughout courtrooms



Don't Forget

- Tiers & New Madrid Considerations (Tier 1 moratorium)
- Effective dates and unique ids are vital information
- C.O.P.E. – accurate data is important (primary vs secondary COPE)
- Valuation matters – there are some valuation differences with civic code requirements
- Appraisals – cycle, historic reproduction, trending
- Reminder – manage expectations for changes and renewals
- Special property considerations must be discussed
- CAT Modeling can be impacted by data quality

Questions?

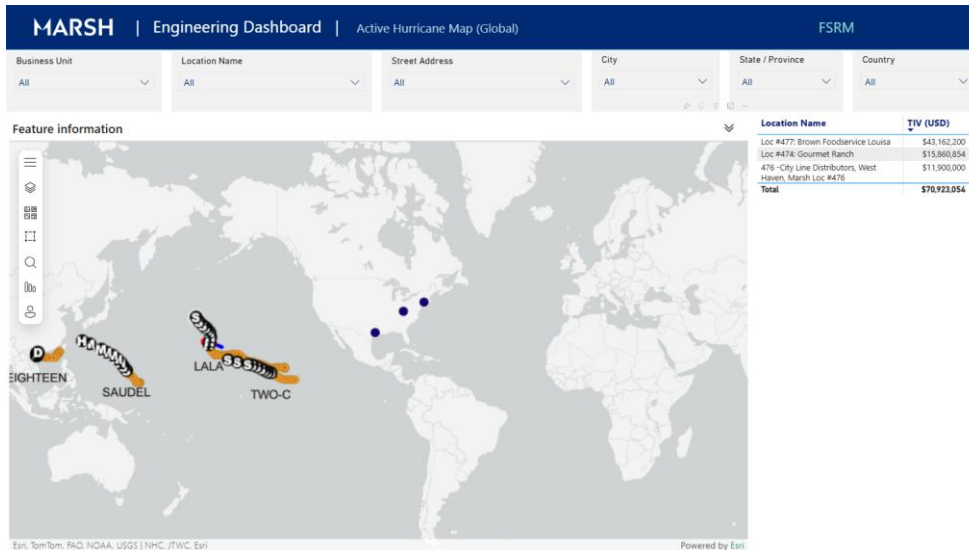
MARSH



Member Resources Through Strategic Partnerships

Ken Botes





Hurricane preparedness checklist

Having clear, actionable plans in place before a hurricane strikes can help your organization minimize harm to people and property and recover as quickly as possible.

The potential devastation caused by hurricanes underscores the importance of being able to gather support documentation for physical damage and time element claims, often prior to being able to gain access to damaged or affected locations.

The checklist on the following pages is meant as a starting point for the types of issues that your organization should be preparing for in advance of a storm as hurricane season gets underway. Plans should be complete well before a storm materializes and ready to be implemented at the time of a loss, taking into consideration worst-case scenarios, and should be scalable to a specific event.

Please note that this checklist is not all-inclusive and that following this checklist does not guarantee any result, including the outcome of any potential claim.

Task	Not started	In progress	Complete
Understanding hurricane exposure and insurance coverage			
Evaluate your physical and operational exposure to hurricane losses			
Identify locations – your own, your customers', and your suppliers' – that might be exposed to direct or indirect hurricane damage	☐	☐	☐
Determine what physical assets are at risk (see property loss control and property security below)	☐	☐	☐
Identify potential service interruption issues and impacts	☐	☐	☐

Property Conservation Guidelines

Winter weather precautions

Benefits of Alignment & Next Steps with Engineering

- Reduced likelihood of large-loss fires
- Improved insurer confidence and support
- Enhanced operational resilience and continuity
- Long-term insurance cost stability; measurable, dashboard-tracked risk reduction
- Close repeat findings first (aerosol storage, automatic detection)
- Continue coordinated loss-control visits; track corrective actions at the corporate level
- Engage Marsh for engineering, documentation creation, and training support
- Tracking corrective actions at the corporate level
- NatCat Event Tracking

Marsh Property Loss Control – Services for CRL Members

- Onsite hands-on training for Loss Prevention and loss reducing for county staff
- Attend and speak at various members Risk Control Safety Meetings
- Assist members to develop a risk control mitigation programs
- White papers for member distribution on property risk mitigation topics.
- Weekly calls with various members on property-related issues or questions.
- Hurricane/Natural Catastrophe advice before and during hurricane season.
- Loss Prevention reports from HSB are reviewed by Marsh Advisory with alternative recommendations offered where possible for completion.
- Providing CRL and members, information regarding industry changes on various topics.
- Providing guidance and updates on NFPA changes that impact property-related code requirements and regulations.

- Optimize data quality and risk control to support insurance programs
- Identify operational and property risks and their financial impact
- Assess, quantify, and prioritize property-related exposures
- Demonstrate return on investment for mitigation strategies
- Develop sound risk management programs
- Capitalize on opportunities to enhance operational and financial efficiency
- Maximize resource and capital allocation.

Marsh Property Loss Control – Services for CRL Members

CRL Quarterly webinar trainings included:

- Lightning Protection with Natural Hazard Risk Overview
- Human Element Programs and the necessity of them
- Mitigating Risks Through Effective Fire Protection Equipment Maintenance
- Lithium-Ion Batteries and Property Loss Prevention
- Alternative Historical Building Protection and NFPA code updates
- Principles of Property protection against Wildfires
- Water Intrusion protection and monitoring
- Rooftop Equipment Securement – The need for High Wind areas
- Snow Load Risk Mitigation – Risk reducing for roof losses
- Fire Alarms – What to know
- Wind/Hurricane Preparedness
- Winterization preparations and water damage mitigation

CRL Roof Maintenance Training Series:

- Foundations of Roof Maintenance & Risk Awareness
- Building Envelope & Structural Systems
- Facility Risk Management & Loss Control

- Optimize data quality and risk control to support insurance programs
- Identify operational and property risks and their financial impact
- Assess, quantify, and prioritize property-related exposures
- Demonstrate return on investment for mitigation strategies
- Develop sound risk management programs
- Capitalize on opportunities to enhance operational and financial efficiency
- Maximize resource and capital allocation.

Assisting with County Risk Control Approaches

Hot Work Permit Program

- Formal permitting for all cutting, welding, or grinding
- Fire watch requirements during and after work

Fire Protection System Impairment Management

- Written impairment procedures with Notification to internal teams and insurers
- Temporary protection and expedited restoration

Emergency Fire Response Planning

- Site-specific emergency response procedures
- Clear roles and responsibilities
- Coordination with local fire departments

Valve Management & Accountability

- Up-to-date valve layout drawings
- Routine valve inspections and documentation
- Locking or supervised PIVs to prevent unauthorized closure

Marsh Plan Review Services

- Conducting plan reviews of all new buildings and/ or renovations

HOT WORK PERMIT

Post this permit at the site of any work involving open flames or the production of heat and sparks. Return all completed permits to building management for retention.

PERMIT GOOD FOR ONE DAY

HOT WORK PERFORMED BY:

DATE:

BUILDING:

LOCATION:

DESCRIPTION OF HOT WORK:

NAME OF HOT WORK OPERATOR(S):

I certify the above location has been examined, the precautions checked on the Required Precautions Checklist have been taken to prevent fire, and permission is authorized for work.

NAME of local Contact or designee (Print):

Contact phone #:

PERMIT DATE TIME

RECEIVED DATE TIME

EXPIRES DATE TIME

I certify that I have personally checked the hot work area and that the necessary items of preparation are present and that I have found them satisfactory.

SIGNATURE of local Contact or designee:

Date & Time:

REQUIRED PRECAUTIONS CHECKLIST

☐ Available fire extinguishers and extinguishers are in service.

☐ Hot work equipment in good repair.

REQUIREMENTS WITHIN 25 FT. OF WORK

☐ Flammable liquids and combustible materials removed or covered with fire resistant tarp or metal shields.

☐ Floors swept clean of combustibles.

☐ Explosive atmosphere in area eliminated.

☐ All walls and floor openings covered.

WORK ON WALLS OR CEILING/ENCLOSED EQUIPMENT

☐ Construction is noncombustible and without covering or insulation.

☐ Combustibles on either side of walls moved away.

☐ No danger exists by conduction of heat into another room or area.

☐ Enclosed equipment cleaned of all combustibles.

☐ Containers purged of flammable liquids and vapors.

FIRE WATCH/HOT WORK AREA MONITORING

☐ Fire watch will be provided during and continuously for 60 minutes after work, including any work break.

☐ Fire watch is equipped with suitable extinguisher(s).

☐ Fire watch is trained in use of this equipment and sounding alarm.

☐ Hot work area inspected 3 hours after job is completed.

OTHER PRECAUTIONS TAKEN

☐ Ample ventilation to remove smoking/vapor from work area.

☐ Working screens in place if required.

☐ Proper PPE being worn.

Source: NFPA 518 (2013), Standard for Fire Prevention During Welding, Cutting, and Other Hot Work.

MARSH

Neal Moser, CPPS
Vice President

Marsh USA Inc.
400 N. Main Street
Houston, TX 77002
www.marsh.com

Mr. Michael Beach
President, Jaha's Fine Foods
Gourmet Ranch, 11215 Old Fairbanks North
Houston, TX 77066
mbeach@jahafoods.com

June 2, 2021 (revised on 6/28/2021)

Subject: **Jaha's Fine Foods
Gourmet Ranch
11215 Old Fairbanks North
Houston, TX 77066
Water Based Fire Protection Review**

Dear Mr. Beach:

We have received for review, an electronic copy of fire protection drawings, FP 01 to 06, supporting hydraulic calculations and material specifications from American Fire Protection Group (AFPG). The original drawings received were dated April 7th, 2021. The updated drawings were created on April 9th, 2021, and were stamped on May 13th, 2021, outlining the installation of automatic sprinklers, tank tank and a fire pump for the 35,724 sq. ft. single-story structure.

This building will house freezer/colder storage, processing and office areas. Water is supplied from an electric Artesian 900 Series Horizontal Split Case 1500 gpm at 12.5 psi booster pump, taking suction from a 10-inch connection to the City of Houston water department, which currently is an 8-inch main. The fire pump will supply a 10-inch feed main that will extend to the three risers. The fire pump will be interlocked to automatically start upon activation of the Low Pressure Detection (LPD). There will be LRI, SAPE Cable rated for 157 °F (Per Underwriters Laboratories, which is approved for use in cook and freezer, per the SAPE Cable Cut Sheet). The SAPE Cable LRI will be tied into the Petrol PFC 4410RC Release Control Panel. The LRI will be installed as an 8-inch branch line and smaller. There is a pressure installed, as part of the emergency back-up power for the temperature controlled areas. The fire pump is not connected (not required) to the generator and reportedly has a direct power feed. A fire hydrant flow test off of the city supply was conducted, with the below results:

Hydrant Flow Test January 6 th , 2020						
Flow at Hydrant	Static at Hydrant	Static Pressure	Residual Pressure	Flow	Flow Coefficient	
A (Close to Station Lake Drive)	B (Close to Tumball Parkway)	54 psi	52 psi	908 gpm	90	0.90

Table 1 - Hydrant Flow Test Information

BROWN

FIRE PROTECTION SYSTEM IMPAIRMENT TAG/PROCEDURES

FOR SYSTEMS PROVIDING

DATE/TIME START DATE/TIME

For sprinkler systems, after valve is opened, raise 2" drain test. Drop in pressure should be noted. If pressure drop is extreme and does not build up, the system is impaired and immediate investigation is necessary.

MANDATORY DRAIN TEST RESULTS

TEST OPERATOR	TEST DATE/TIME
TEST TEST MADE BY	DATE/TIME TESTED

ATTACH TO VALVE.
* READ INSTRUCTIONS ON OTHER SIDE *

IT IS ABSOLUTELY ESSENTIAL TO PROVIDE CLOSE SUPERVISION DURING SYSTEM IMPAIRMENTS

Notify Corporate Risk Management of the impairment, as well as following the Brown Facilities "Fire Protection Impairment Program".

In an emergency, contact the below representatives:

Marsh Advisory
Ken Bates (Atlanta, GA)
Office: +1 404 244 3431
Email: kabates@marsh.com

Brown Foodservice
Brenton Cowen (CFO & General Counsel)
Office: +1 800 830 1159, EXT. 274
Email: Brenton@brownfoodservice.com

Neal Moser (Atlanta, FL)
Office: +1 404 865 8201
Email: Neal.Moser@brown.com

Contact the central station monitoring company.
Notify public fire department of impairment.
Shut down hazardous operations until protection is restored.
Provide temporary protection. Move area extinguishers to area involved. Use and charge the hose line.
Provide standby personnel with emergency instructions.
During impairment, building or areas involved should be constantly attended.
Upon completion of repairs or alterations, check to assure all valves are open and all systems operative. Then notify Marsh Risk Consulting of restoration.
A main drain (2 in. drain) test is required after reopening a valve on a main.

Advising on Industry Best Practices

Utilizing the Three E's

- **E**ngineer the equipment and procedures
- **E**ducate the employees on the procedures
- **E**nforce the engineered procedures, via in-house audits/ inspections

Server Rooms- C.C.D.T

- **C**ool- Dedicated Air-Conditioned Unit
- **C**lean- no storage of combustibles
- **D**ry- no water leaks (roof)
- **T**ight- no penetrations and no propped open doors

Employee Workspaces

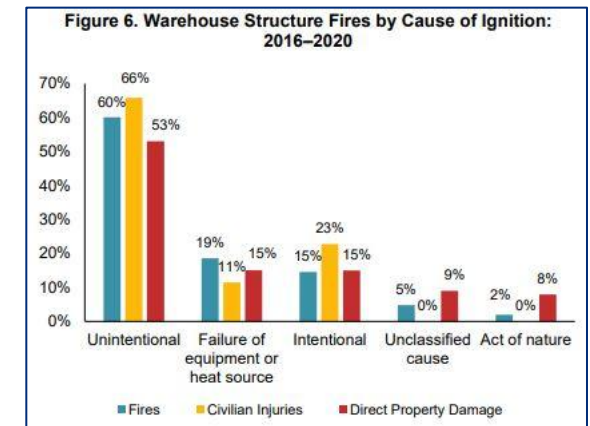
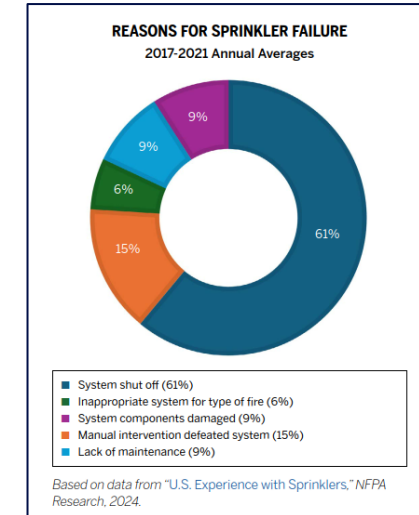
- Having approved workspace devices (no portable heaters)

Warehouse Storage Practices

- Conducting Weekly Audits on the rack storage areas (flue spaces) and documented problem areas, devising a plan and acting upon the plan/ checklist.

NFPA Loss History and Statistics

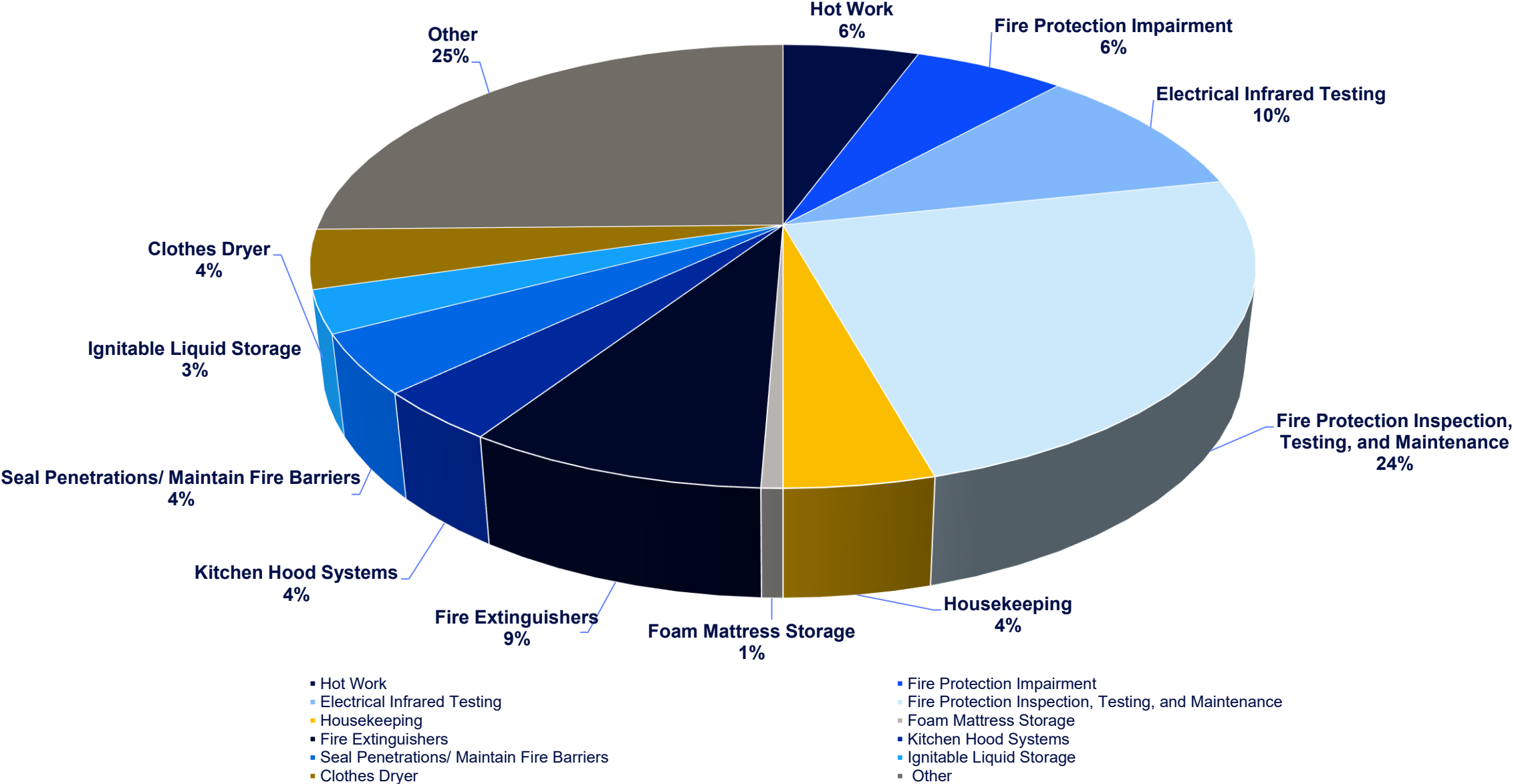
- Understanding the risk from the industry provided information, from fires all over the world.



Property Risk Consulting Capabilities

- Insurance Program Support and Advocacy
- CATDQ – Cat Modeling
- Property Loss Control Surveys
- Fire Protection Engineering Consulting
- Natural Hazards Risk Consulting
- Boiler and Machinery/Equipment Reliability Consulting
- Value Stream Mapping
- Supply Chain Risk Management
- Security & Vulnerability Assessments
- Crisis Management & Reputational Risk
- Modeling and Analytics
- Construction Consulting
- Gas Dispersion/Vapor Cloud Explosion Modeling
- Process Safety Management Consulting/Audits
- Property Risk Management Program Design and Development
- Training and Education Programs
- Loss Investigation Support
- Global Property Risk Information and Data Management System
- Impairment Handling System

Recommendations for 2026



Any questions or queries contact

Ken E Botes

Marsh Risk Advisory

Ken.Botes@Marsh.com

+1 404 216 3425



This document and any recommendations, analysis, or advice provided by Marsh (collectively, the “Marsh Analysis”) are not intended to be taken as advice regarding any individual situation and should not be relied upon as such. The information contained herein is based on sources we believe reliable, but we make no representation or warranty as to its accuracy. Marsh shall have no obligation to update the Marsh Analysis and shall have no liability to you or any other party arising out of this publication or any matter contained herein. Any statements concerning actuarial, tax, accounting, or legal matters are based solely on our experience as insurance brokers and risk consultants and are not to be relied upon as actuarial, tax, accounting, or legal advice, for which you should consult your own professional advisors. Any modeling, analytics, or projections are subject to inherent uncertainty, and the Marsh Analysis could be materially affected if any underlying assumptions, conditions, information, or factors are inaccurate or incomplete or should change. Marsh makes no representation or warranty concerning the application of policy wording or the financial condition or solvency of insurers or reinsurers. Marsh makes no assurances regarding the availability, cost, or terms of insurance coverage. Although Marsh may provide advice and recommendations, all decisions regarding the amount, type or terms of coverage are the ultimate responsibility of the insurance purchaser, who must decide on the specific coverage that is appropriate to its particular circumstances and financial position.

We are leaders in risk, strategy and people. One company united by a shared purpose to build the confidence to thrive through the power of perspective.