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April 6, 2017



Partners in Advocacy & Business

JUBILEE INSURANCE AGENCIES LTD (JIAL)**Presentation to AFRWC AGM
April 6, 2017**

AAMDC/Jubilee Insurance Agencies Ltd.

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Partners in Advocacy & Business

- Our members own the Reciprocal and they operate under the direction of our board which is elected at the AAMDC convention. In this way our members have a say in how they are run.
- Each member's actions and operations and those of their ANI's can directly effect the program.
- Jubilee Insurance staff are not commissioned agents, rather salaried employees of the AAMDC.
- We at Jubilee are here to help you wherever and whenever possible.

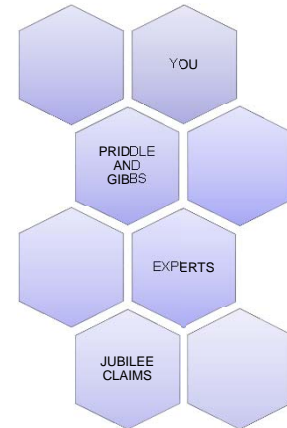
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Jubilee Claims



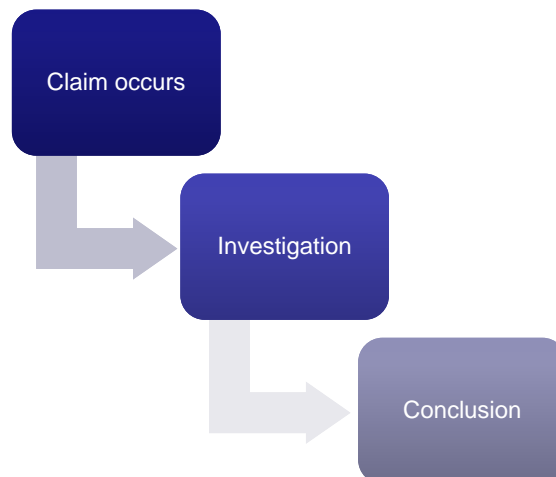
Who is working on your claim? – Your team!

- **YOU**
 - Your office has the most important job – you need to identify that claim has happened and be in contact with the claims team below, providing information and access.
- **PRIDDLE AND GIBBS**
 - Our control Adjusters have vast experience in handling our unique coverages and will be your number one contact throughout the claims process.
- **EXPERTS**
 - Outside companies who provide services that can assist with investigations or conclusions. This would include Appraisers, Tasked Adjusters, Engineers, and Contractors.
- **JUBILEE CLAIMS**
 - Our office will be where all the details are reviewed and final decisions made. Our examiners ensure all areas of the claim are investigated and the conclusion is in line with the policy.



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Jubilee Claims



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What to do if a claim happens?

- Documentation – your record of the event will assist with the investigation and understanding of a claim.
 - Fill in your OH & S paperwork.
 - Look over past documentation/emails that may connect with the claim.
 - Have the involved employees complete a incident report.
 - Take photos.

- Report your Claim to the control Adjusters.
 - Forward Priddle and Gibbs your claim and all your documentation.
 - Its okay if you don't have all of the above, but be prepared as the Adjuster will be looking for these items later to determine coverages and liability.
 - The Adjuster you are dealing with is working with us and with our offices to conclude your claim according to the policy coverage.

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What happens in an investigation?

- Review – your Adjuster will be collecting and analysing the details of the claim.
 - The First thing an Adjuster will look for is your coverages – is the item on your schedule? What is the value? Where could this be insured if we do not have it? It is important to have your property insured to its actual value or you could risk not fully recovering your loss.
 - Your adjuster may be looking for more details than you were able to provide and will more then likely be attending where the claim occurred and speaking with anyone within the *scope of the claim.
 - Its important to know the Adjuster at this time is acting in a **“without prejudice” capacity and will be obtaining as much detail to determine if we are at fault for a liability loss or to determine what the cause of a property claim is.

*Scope of a claim: is the parameters(People/Places/Things...) of what was effected by the incident.

** “Without Prejudice”: We are not confirming or denying coverages we are determining the conclusion.

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A recent claim experienced where the equipment was underinsured



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What is conclusion?

- With the investigation completed we will know if:
 - The claim is covered. We have a firm understanding of what we are needing to do to indemnify you and will be advising on what our limits and parameters are for your coverages. We will also be outlining the next few steps or settlement we may need to go through. A Property claim could mean having you provide access to a repair contractor to fix the damages, A Liability claim would mean advising we will defend the claim and outlining what further involvement you will need to have.

Or

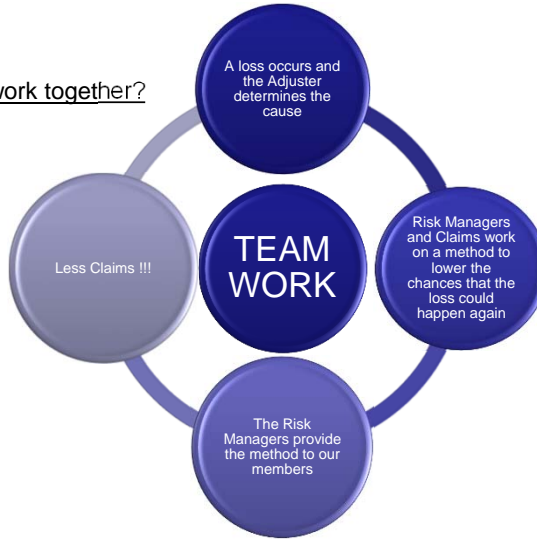
- The claim is not covered. We would be providing a final reason and a letter outlining why a claim may not be considered under your policy. This could be from the property not being on your policy or the type of claim being excluded. When these issues become apparent, you will be advised of the coverage problem with the claim by the Adjuster prior to our formal written advice.

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How does Risk management and Claims work together?

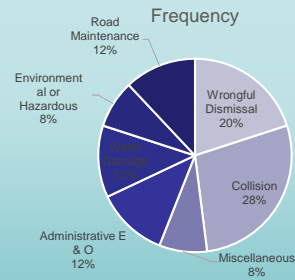
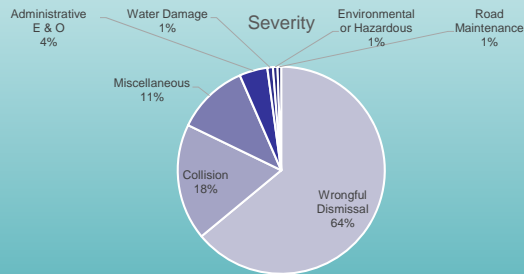


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Genesis Liability Claims



Liability Claims	Severity	Frequency
Wrongful Dismissal	\$ 201,582.40	5
Collision	\$ 57,280.15	7
Miscellaneous	\$ 35,520.59	2
Administrative E & O	\$ 13,806.50	3
Water Damage	\$ 2,701.00	3
Environmental or Hazardous	\$ 2,298.00	2
Road Maintenance	\$ 1,793.00	3
Total	\$ 314,981.64	25

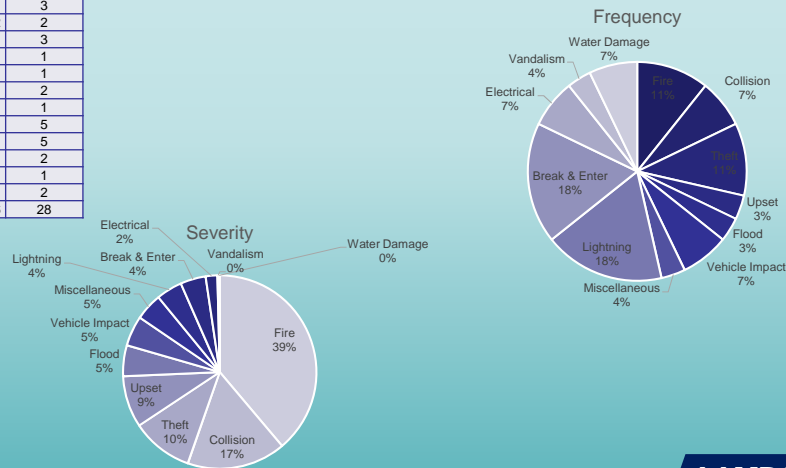


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Genesis Property Claims



Property Claims	Severity	Frequency
Fire	\$ 236,400.11	3
Collision	\$ 100,498.72	2
Theft	\$ 62,833.91	3
Upset	\$ 52,500.00	1
Flood	\$ 31,383.70	1
Vehicle Impact	\$ 30,748.89	2
Miscellaneous	\$ 27,673.39	1
Lightning	\$ 26,449.33	5
Break & Enter	\$ 25,788.95	5
Electrical	\$ 11,906.31	2
Vandalism	\$ 1,356.50	1
Water Damage	\$ 1,036.05	2
Total	\$ 608,575.86	28



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Jubilee Insurance Agencies Ltd.



Insurance 101

- Tell us about your operations – renewal application or if mid-term changes, call us
- Review Property Schedules – Make sure all buildings listed, limits in the ball park to replace building and contents, and advise if there is rental income
- Report all possible claims – even if you only think there is a 1% possibility that there may be a claim.
- If you are unsure if you are covered – call us

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One way to think of an Insurance Reciprocal, or Insurance Pool as they are called in the United States as a really large deductible.

Genesis Reciprocal Insurance Exchange (GRIE)

Property Insurance:

Pays the first \$2,500,000 per claim
Annual Aggregate limit is \$6,000,000

Liability Insurance:

Pays the first \$1,000,000 per claim
Annual Aggregate limit is \$4,500,000

No Claims or Lower Claims means Lower Premiums

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Two Types of Liability Claims:

BODILY INJURY -

someone slipping or tripping on a sidewalk or parking lot, being injured in a playground or during a fitness activity

PROPERTY DAMAGE -

someone's property being damaged due to an accident or negligence in connection with insured premises, entities or activities

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Bodily Injury i.e. slip, trip and fall



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Comprehensive General Liability – Insured

Policy Period November 1, 2016 to November 1, 2017

AKA:

**Commercial General Liability
Or Public Liability**

Summary of Coverage
Perils Insured

Legal Liability for claims brought against you, subject to the Policy exclusions

Limits of Liability

1.	Bodily Injury and/or Property Damage Premises and Operations Contingent Employers Liability Sudden and Accidental Pollution Employee Benefits Liability Personal Injury (i.e. libel and slander)	\$6,000,000 Included Included \$5,000,000 Included Included
2.	Administrative Liability (E&O, D&O)	\$5,000,000 (annual aggregate)
3.	Wrongful Dismissal Liability	\$5,000,000 (annual aggregate)
4.	<u>Warranty</u> : Must obtain prior written legal opinion Sexual Harassment/Abuse	\$5,000,000 (annual aggregate)

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Deductibles

Each and Every Property Damage Claim	\$1,000
Each and Every Bodily Injury Claim	Nil
Administrative Liability (E&O, D&O)	\$2,500
Wrongful Dismissal	\$25,000 (min.)
Sexual Harassment	Nil

*****PLEASE REPORT*****

**All incidents in which third parties are
injured
or their property damaged**

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The comprehensive general liability policy issued by the Jubilee Insurance Agencies Ltd. provides much broader coverage than a typical CGL policy provides and is custom tailored to meet the needs of municipalities, schools, community groups and public entities.

STILL – Watch out for the EXCLUSIONS

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Who is Covered

We are often asked who is covered under the policy.

Named Insureds, of course.

But what if I am on the board of my group and my name is not on the list? Am I still covered?

*****Why yes, you are*****

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Who is Covered

The definition of a named insured includes:

- the **entity** named in the insured certificate,
- both **current** and **former** employees, volunteers, directors, officers, agents, or other persons of the insured entity

*****While acting in the scope of their duties*****

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Who is Covered

Additionally, an insured is also defined as:

- any board commission or special-purpose body of the municipality named in the certificate, any member or officer council or committee of counsel officers, directors or employees of the municipality, board or commission

****while acting on behalf of the named insured.****

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Automobile Liability – **Optional**

Policy Period November 1, 2016 to November 1, 2017

Summary of Coverage

Perils Insured - ALL Risk

Limits of Liability

Third Party Liability Limit	\$5,000,000
Accident Benefits	Included
Passenger Hazard Liability Limit	\$2,000,000
ALL Risk	

Deductible

3/4 or Smaller	\$500
1 Ton and larger & all other vehicles	\$1,000

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Umbrella Liability – Optional

Policy Period November 1, 2016 to November 1, 2017

Summary of Coverage

Perils Insured

Umbrella Policy Limits are excess of Comprehensive General Liability Policy limit
and Third Party Automobile Liability Insurance limit

Legal Liability for claims brought against you, subject to the Policy exclusions

Limits of Liability **Total Liability Limit = General Liability Limit + Umbrella Liability Limit**

Primary Umbrella Policy	\$5,000,000
Second Umbrella Policy	\$5,000,000
Third Umbrella Policy	\$5,000,000
Fourth Umbrella Policy	<u>\$5,000,000</u>

Total Comprehensive General Liability Limit (Optional)	\$26,000,000
Total Third Party Automobile Liability Limit (Optional)	\$25,000,000

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Property – Optional

Named Insured: Sample

Property – Insured

Policy Period November 1, 2016 to November 1, 2017

Summary of Coverage

Perils Insured

All Risks of Direct Physical Loss or Damage including:
 Earthquake, Flood and Sewer Back-up, subject to the Policy exclusions

Limits of Liability

Buildings	As Per Schedule
Contents	As Per Schedule
Equipment	As per Schedule
Rental Value	As Per Schedule

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Property

Current Deductibles

Each and Every Claim	**\$5,000
Vacant Properties	\$20,000
Earthquake	2% of value of property or interest
Flood	\$25,000

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Boiler & Machinery – Applies if Facilities are insured

Policy Period November 1, 2016 to November 1, 2017

Summary of Coverage

Perils Insured

Standard Comprehensive Form (Accidental Damage claims),

Subject to the Policy exclusions

Limits of Liability

Direct Damage	\$100,000,000.00
Business Interruption (Actual Loss Sustained)	\$250,000
Extra Expense	\$250,000
Consequential Damage (Refrigeration)	\$50,000

Deductibles

Each and Every Claim	\$1,000
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Machinery Breakdown insurance can be added to Property policy for a small additional cost

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Crime Insurances – Insured

Policy Period November 1, 2016 to November 1, 2017

Summary of Coverage

Perils Insured

Fidelity Bond and

Inside and Outside Robbery, subject to the Policy exclusions

Limits of Liability

Blanket Fidelity Bond	*\$50,000/\$100,000
	<i>*Reduced to \$ 5,000 if Policy Warranty not complied with</i>
Inside Robbery	\$5,000
Outside Robbery	\$5,000
Money Orders & Counterfeit Currency	\$20,000

Deductibles

Each and Every Claim **\$500**

If you handle or have custody of money, you may wish to consider Crime insurance.

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POLICIES AVAILABLE

- Property Insurance
 - Buildings and Contents
 - Heavy Equipment
- Liability Insurance (incl. Umbrella up to \$ 26 m)
- Automobile Insurance
- Bond & Crime
- Boiler & Machinery
- **DAS - Legal Expense Insurance**
- **Environmental Impairment Liability (EIL)**
- **Cyber Liability**
- Aviation Liability
- **Unmanned Aerial Vehicles (UAV) - Drones**
- Medical Malpractice
- Course of Construction Insurances
- Accident Insurances

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QUESTIONS?

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