

CONTRACTOR GUIDANCE FOLLOWING A LOSS

ARC Engineering



When a loss occurs, the insured should inform Allianz Global Corporate and Specialty (AGCS) as soon as possible.

LOSS GUIDANCE STEPS

The following are recommended steps to aid in the prompt investigation and processing of the claim. Taking these steps after a loss will facilitate the resolution of the claim and ensure that the project can resume as quickly as possible:

- Make sure that everyone associated with the project is accounted for. Move those in the affected area to a safe place.
- Secure the area and protect the scene to the best extent possible.
- Immediately report the loss to your broker or AGCS – do not delay.
- Begin an inventory of the loss, including a list of all items lost or damaged, and note the condition of each item.
- Photograph and/or video the scene to document the nature and extent of the damage.
- Document the overall project progress from inception to the time of loss (progress photos, management status updates, etc.).
- If possible, collect photographic documentation of the condition of the damaged property prior to the loss.
- Preserve evidence of any material that may be relevant to the investigation of the cause or causes of the loss.
- Take steps to mitigate the loss and prevent further damage to the best extent possible. Discuss with your broker what mitigation efforts are considered reasonable and responsible.
- Keep track of your expenses incurred to mitigate or prevent further damage for consideration in settling the claim. Such expenses may be reimbursable under your policy. If so, AGCS reserves the right to pay only those costs we deem reasonable and necessary under

the circumstances; however, not all expenses are covered regardless if they are reasonable or necessary.

- Take notice of “built-in costs” for any emergency restoration contractors you decide to retain before consulting with Claims. Such costs may include administrative or general conditions costs that may be deemed excessive or unrelated to the loss.
- Inform such restoration contractors that labor rates will be subject to review under the terms of the policy and amounts determined to be excessive may be the responsibility of the insured.
- While contractors who perform restoration services after a loss may ask you to execute an assignment that entitles them to payment of amounts payable under the applicable policy for their services, such assignments may be prohibited under the policy. Such assignments may nevertheless be permitted under the law of applicable jurisdiction. However, you should be aware before you agree to execute such an agreement that you may be liable for any amounts charged that we determine are not covered under your policy.
- Cooperate with AGCS Claims in the investigation of the loss.

AFTER THE LOSS

Taking immediate action in the aftermath of a loss can facilitate the processing of a claim and expedite the recovery process. Mitigating actions can often result in reduced project impact and delay.

If you require additional information regarding the Claims process please contact your Broker or AGCS Claims for more information or assistance.

To provide notification of a claim, please review your policy for claim filing instructions or contact your broker for further assistance.

