

How a company responds to a catastrophic loss can often determine its success or failure. Duff & Phelps' Business Insurance Consulting practice provides services that help clients successfully navigate these events at the most critical times.



## BUSINESS INSURANCE CONSULTING

The Business Insurance Consulting practice of Duff & Phelps specializes in claim preparation and consulting. Our knowledge of insurance contracts, the claims process and history of achieving successful resolutions ensures that our clients have the necessary representation to resolve their resulting claims. Integrated with our clients' risk management colleagues and broker's claims staff, our expertise helps companies maximize recovery while minimizing the length of the claims process.

Our professionals have handled thousands of diverse claims for all types of industries and businesses. We have extensive experience working on large and complex losses with claims in excess of one billion dollars. Recent experience includes representing four of the ten largest claimants in the World Trade Center disaster, and working with several Fortune 500 and privately-held clients to resolve their domestic and international claims as a result of several devastating hurricanes.

**THE BUSINESS INSURANCE CONSULTING PRACTICE OF DUFF & PHELPS PROVIDES SERVICES THAT HELP CLIENTS THROUGH ALL PHASES OF RECOVERY.**

### **Pre-Loss:**

During the Renewal or Placement Process the "reported values" for property and lost margin drive premium costs. The combination of our Business Insurance Consulting and core valuation practices gives Duff & Phelps the experience and knowledge to help clients:

- Develop replacement/ACV cost values for both real and personal property
- Analyze business interruption values
- Review interdependencies and likely loss scenarios to identify exposures and the determination of blanket business interruption
- Determine PML/MFL values to facilitate underwriting requirements

### **Post-Loss:**

Duff & Phelps has the capacity to assist in all phases of loss recovery, from identifying and documenting critical issues to quantifying, preparing and negotiating the claims. By utilizing our expertise, optimal settlement within the coverage limits can be achieved in a minimal amount of time. Specific areas of focus include:

- Builder's risk, construction delays and surety
- Contingent business interruption (suppliers/customers)
- Property damage and inventory/stock claims
- Subrogation recovery
- Fidelity claims
- Trade disruption
- Business interruption, loss of rents and extra expense
- Service interruption, civil authority and ingress/egress
- Product liability, integrity, recall and tampering
- Director's and officer's liability
- Professional malpractice
- Appraisal, arbitration/mediation or expert witness

We serve as an integral part of the loss recovery team, working closely with our clients' risk management, financial, operations, sales and marketing, accounting and legal personnel. In a situation where a client has sustained property damage and business interruption losses, our services include:

- **Developing a complete understanding of policies and coverage** in place by working with your risk management team and/or insurance broker
- **Establishing a loss accounting system** by incorporating an efficient claim compilation system tailored to the existing coverage
- **Delivering preliminary estimates** by evaluating the loss impact across all affected business areas and defining a basis for the insurer to set loss reserves
- **Securing cash advances and interim payments** by establishing a methodology acceptable to the insurer and submitting the requisite claim documentation
- **Preparing property damage claims** by quantifying and documenting all relevant expenses as well as necessary replacements and theoretical improvements
- **Preparing business interruption and extra expense claims** by determining the indemnification period, the impact of expected revenue without loss and the continuing and non-continuing costs
- **Negotiating and settling the claims** by analyzing the insurer's calculations and adjustments and providing you with the advice to make an informed decision

Throughout this process, we identify critical issues, sensitivities and interdependencies impacting claim resolution, manage the document flow, and respond to the informational needs of the insurer's accountants and consultants.

### Why Duff & Phelps?

- **Insurance claims experience.** We have the knowledge and familiarity with the claim formats that the carriers demand, and the knowledge of the issues and hurdles that accompany large and complex losses.
- **Our financial projection services.** We have a dedicated team focused on providing sophisticated financial projections and modeling services to assist clients in damage assessments.
- **Our real estate, machinery and equipment and property tax expertise.** The breadth and depth of our knowledge in these areas will facilitate the claim preparation process, quantification of the replacement cost/ACV values for cash advance or settlement purposes, and potential refunds of property taxes related to physical damage to real and/or personal property.
- **Our independence.** Unlike our competition, we are not confronted with conflicts and there are no potential barriers to our effectiveness in working diligently to maximize recovery.

### About Duff & Phelps

Duff & Phelps Corporation (NYSE: DUF) is a leading provider of independent financial advisory and investment banking services, supporting clients needs principally in the areas of valuation, transactions, financial restructurings and disputes. With more than 1,200 employees serving clients worldwide through offices in North America, Europe and Asia, Duff & Phelps is committed to fulfilling its mission to protect, recover and maximize value for its clients. Merger and acquisition advisory services are provided by Duff & Phelps Securities, LLC. Duff & Phelps Securities, Ltd. is authorized and regulated by the Financial Services Authority. For more information visit [www.duffandphelps.com](http://www.duffandphelps.com).

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