



PROACTIVE PD LIMIT HANDLING

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GOAL: RELENTLESS PURSUIT

PD limit claims should be pro-actively worked to settle as quickly and efficiently as possible

DO NOT LET THEM SIT



STEP ONE: PROTECT THE INSURED

- 1) As soon as a limits issue is identified, notify the insured and explain process
- 2) Send via U.S. Mail, email or AssureSign the “PROPERTY DAMAGE LIMIT” Letter to insured to secure written permission to disclose
 - a) If verbal permission secured, DOCUMENT!
 - b) If need, follow up with email to secure written permission

STEP TWO: NOTIFY YOUR MANAGER

- 1) Send activity for Review to manager as required for all 5k and 10k claims and for those of 25k or 50k with concerns (i.e. totaled Teslas on 25k policy)
- 2) Be mindful of your PD limits:
 - a) number of exposures
 - b) age of vehicles
 - c) severity of impacts
 - d) potential diminished value



STEP THREE: CONFIRM YOUR CLAIMANTS

- 1) Arrange inspection and/or confirm demand amounts from all parties
 - a) Keep in mind that claimants can make out of pocket demands aside from their carrier demands
- 2) Confirm Liability (in full?/partial?)
- 3) Send By-Law and Mitigate letters
- 4) Run CVRs on IV and all CVs
- 5) Once disclosure permission is received, disclose limit amount to all parties

REMEMBER:

- DO NOT AUTHORIZE DIRECT BILL --
- DO NOT TOW THE VEHICLES --
- ASK CLAIMANTS TO REMOVE VEHICLES FROM STORAGE ASAP! --



KEEP IN MIND

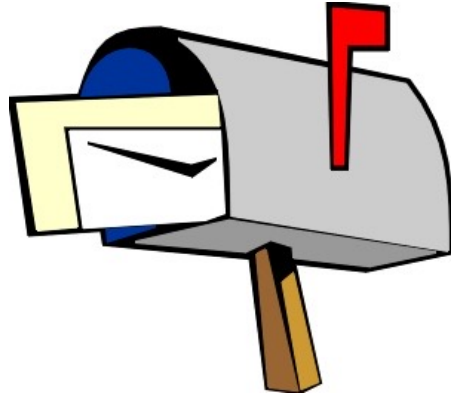
- Use Your Resources: ISO/Police Reports/Internet Research to locate real property (light poles) or hard to find claimants
- No claimant contact – see manager – solutions are available
- Use all forms of communication to secure disclosure from insured up front
- Keep in mind potential diminished value on newer cars/leased vehicles and lost earnings from Uber/Lyft/Work Vehicles
- Higher limits can present a limits issue depending on claimants' vehicles/losses (i.e. a Tesla totaled will be an issue for even a \$50k policy)
- Always keep your insured informed of the status of settlement

STEP FOUR: MAKE THE OFFER

- Non Pro-Rata: Create release for each party along with cover letter containing **contingency verbiage**
- Pro-Rata: Same as above along with using pro-rata Worksheet to determine breakdown of offers
 - Include breakdown of pro-rata offers in cover letter
 - Upload pro-rata worksheet to CLIP and notate breakdown in notes

SEND ALL TO MGR FOR APPROVAL BEFORE MAILING

Include IVD, IV registered owner and all insureds on release



STEP FIVE: MAIL, SECURE, & PAY

- Mail releases to claimants for their respective signatures with cover letter that has **contingency verbiage** in all forms (email/mail/fax)
- DOI REGS are only due once an executed release is returned
- All releases must be returned to issue payment (Exceptions for larger/heavy exposure files-please see your manager)
- Once all releases received, Issue Payment



PROACTIVE PD LIMIT HANDLING

Don't worry
Limit Claims are to be taken
seriously but are not seriously
difficult if handled correctly

Quick Reference Guide

- SECURE PERMISSION TO DISCLOSE FROM INSD (VERBAL/WRITTEN)
- NOTIFY MANAGER: SEND ACTIVITY "REVIEW (AMOUNT) PD LIMIT"
- RUN CVRS ON ALL PARTIES (IV/CV), CONFIRM LIABILITY & SEND BYLAW/MITIGATE LETTERS
- CONFIRM ALL DEMANDS FROM ALL PARTIES SEEKING SETTLEMENT
- **EXECUTE RELEASES WITH CONTINGENCY LETTER** INCLUDE PRO-RATA WORKSHEET IN CLIP/NOTES/ON COVER LETTER AND INCLUDE NAMED INSURED, R/O OF IV AND IV-DRIVER
- KEEP REGS CURRENT WHEN SIGNED RELEASES ARE RETURNED
- ONCE **ALL RELEASES** RECEIVED, ISSUE PAYMENT
- KEEP INSURED INFORMED ON A REGULAR BASIS UNTIL CONCLUSION



REMEMBER:

- DO NOT APPROVE DIRECT BILLS, PAY FOR STORAGE OR TOW VEHICLES
- KEEP IN MIND : DIMINISHED VALUE ON NEWER CARS/LEASED VEHICLES, LOSS OF EARNINGS ON UBER/LYFT/WORK VEHICLES
- USE ISO/POLICE REPORTS/GOOGLE SEARCHES TO LOCATE REAL PROPERTY OR HARD TO FIND CLAIMANTS
- QUESTIONS/CONCERNS/CROSS-INSURED FILES—SEE YOUR MANAGER

ALWAYS KEEP THE CLAIM **ROLLING**
WITH **RESEARCH, RESOURCES** AND KEEP **REGS** CURRENT!