

# Insurance Coverage Guide



*This guide will help you assess whether your insurance coverage is sufficient to protect your organization, buildings and residents in the event of a disaster.*

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Steps 1-4 below should be completed during the planning phase and updated regularly. Step 5 should be completed during post-disaster response.

## Planning Phase

### 1. Review the *Insurance Coverage Worksheet*

- » Customize the *Insurance Coverage Worksheet*, which includes recommended policies your organization should have in place.
- » Fill in appropriate information. Add policies as needed.

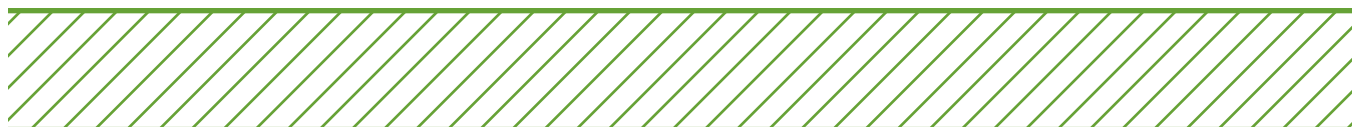
### 2. Background Information

- » Collect paperwork documenting your organization’s current insurance policies.
- » Assemble a list of organization assets which should be covered by insurance. Coordinate with the **Housing Chief** for information and pictures of critical equipment at each building.
- » Review your cash reserves and access to lines of credit and identify funds available for deductibles and uninsured losses.



**Tips:** When assembling a list of assets which should be covered by insurance, be sure to include:

- » Addresses and number of units for all buildings.
- » Additional physical assets such as automobiles and business property including computers, office equipment and furniture.



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## 3. Policy Review

- » Schedule a meeting with your insurance agent to review the *Insurance Coverage Worksheet* and other policy features including policy coverage, conditions, limitations and exclusions.
- » See the list of sample questions to ask your insurance agent at the end of this guide.

## 4. Policy Adjustments

- » Based on the meeting with your insurance agent, consider any new policies you may need to purchase or adjustments you need to make to current policies.
- » Compare deductibles and premiums. Can you afford to pay higher deductibles if an emergency occurs? Higher deductibles will significantly lower your premium cost if your organization has adequate cash reserves.



**Tips:** If you choose to pay lower premiums and higher deductibles, establish appropriate protections and cash reserves.

If your deductibles are assessed on a “per-asset” basis, review cash reserves each time a new asset is added to your portfolio.

## Post-Disaster Response

### 5. Claims Facilitation

- » Contact your insurance companies immediately after a disaster to facilitate the process as quickly as possible.
- » Compile the information and documents required by your insurance companies to submit claims.
- » Keep physical and digital copies that can be accessed remotely and in safe locations.
- » Establish standards of performance to assure improvement.
- » Where permitted, establish tenant insurance responsibilities such as renter’s insurance to eliminate gaps in coverage between your organization’s insurance policy and losses incurred or caused by tenants. Require tenants to provide insurance certificates as proof of coverage.
- » Coordinate with the **Housing Chief** to update policies and leases where possible and inform residents of changes.

## Sample Questions to **Ask Your Insurance Agent**

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- Will my property be valued at Actual Cash Value or 100% Replacement Cost?
  - What other kinds of insurance do I need?
  - Are any of my property coverage policies subject to a co-insurance penalty if my values are understated?
  - Does my policy cover the cost of required upgrades to code (law and ordinance coverage)?
  - Do I pay deductibles on a “per-asset” basis or “per-policy” basis?
  - What does my policy require I do if a claim is made?
  - What kind of documentation does my insurance company require?
  - Am I fully covered for loss of income (loss of rents) and extra expenses during a business interruption caused by a disaster? If so, how long is such coverage provided? Is coverage provided for loss of rents or extra expense incurred both because of on- and off-premises interruptions?
  - Am I covered for the actions of a government authority that requires evacuation or limits access to a property?
  - How will putting in effect a disaster management plan or upgrading infrastructure to mitigate the impact of a disaster affect my rates or my ability to obtain coverage?
  - Is there a separate environmental and hazardous material coverage in addition to other coverage?
  - Do I have appropriate coverage for hazards common in my area (floods, earthquakes, wildfires, etc.)? Does this coverage exist?