

DIVISION IX
SINGLE ADJUSTER PROGRAM AND CLAIMS REPORTING PROCEDURES

- A. PURPOSE** -- The Single Adjuster Program (SAP) is designed to assist consumers during the aftermath of a significant wind and flood event. By sending one adjuster to handle the wind and flood losses for a given insured, potential conflicts are reduced and service is improved.
- B. AUTHORIZATION** -- The Federal Flood Program is an avid supporter of the Single Adjuster Program. In its contracts with private insurance companies (Write-Your-Own Flood or WYO's), participating insurance companies are required to participate in the SAP with a local property plan such as the South Carolina Wind and Hail Underwriting Association. In addition, the South Carolina Department of Insurance is a strong supporter of this program since it is designed to assist coastal consumers during a catastrophe.
- C. IMPLEMENTATION** -- The Association contacts the key WYO companies active in South Carolina whenever a major hurricane approaches the coast. Officials at the National Flood Insurance Program and the Federal Insurance and Mitigation Administration are also contacted. While the authority to implement the plan rests with the Association, these other entities are involved in the decision process.

A global fax is sent to all agencies on the SCWHUA mailing list announcing the implementation. A similar fax is sent to all WYO's active in the state.

- D. PARTICIPATING RISKS** -- SAP includes any SCWHUA wind policy with a matching flood policy issued by the National Flood Insurance Program through its direct program or through a participating WYO company. SCWHUA captures the flood policy carrier and number on the application when the producer is writing both policies. If the producer/agent is not writing the flood policy, the program cannot operate correctly as the insured will have to notify two different agents of the loss. When SAP is implemented, we have no way of identifying and communicating with the agency writing the flood policy if the account is split among two or more producers.

Even if it appears that the source of damage is from only one peril, both policies will be adjusted in order to confirm the cause(s) of loss and to obtain necessary documentation should a dispute arise in the future.

- E. OPERATIONS** -- The following steps take place after the implementation of SAP:
1. Combined Wind and Flood Loss Notices are preprinted with SCWHUA data and the name of the flood carrier.
 2. The loss notices are shipped to the various agencies.
 3. The Association has approved adjusting firms available (all of which meet requirements for handling wind and flood losses) ready to handle the claims.

4. The preferred method of communicating losses is through the web site (www.scwind.com). All loss notices returned to the SCWHUA Office in Columbia by fax, mail, or overnight service by the producers will be handled as they are received.
5. The Association assigns the claims to an available adjusting firm.
6. Copies of the assignment are sent to the WYO carrier and the Federal Flood Insurance Program.
7. Letters are sent to the insured and the insurance producer acknowledging the receipt of the loss notice and indicating the adjusting firm handling the claim.
8. The assigned adjuster reports the findings to both SCWHUA and the flood company.
9. SCWHUA contracts with a claims call center to assist consumers in reporting claims. The Association mails an annual wallet card to all policyholders that includes the toll-free call center number. SCWHUA also posts claim information on the web site (www.scwind.com) with additional reporting instructions.

F. PROBLEM RESOLUTION -- In the event that the Association and the WYO are unable to agree on the “wind versus water” damages, a process is in place to allow the insured to be paid and the dispute to be settled without the involvement of the producer or insured.