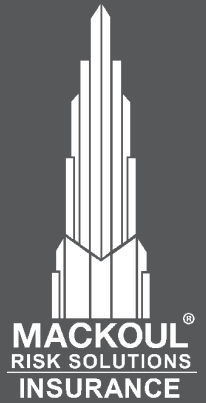


TIPS FOR A SMOOTH CLAIM PROCESS



QUICK CLAIMS CHECKLIST



BODILY INJURY & PROPERTY DAMAGE LIABILITY

- Prepare an incident report if possible.
- Forward any received correspondence regarding the loss as soon as you receive it.
- Preserve any videos or photos to forward to the assigned examiner.
- Do not share any information about the claim with anyone but Mackoul, the examiner, or counsel that your insurance company may have assigned if applicable.

PROPERTY LIABILITY

- Control the situation at hand. For example, if there is a burst pipe shut off the water line. Notify the police or fire department when applicable.
- Take photos/videos of the incident.
- Secure and preserve all damaged equipment, plumbing fixtures, sprinkler heads, electrical devices, etc. for inspection by the adjuster.
- Take the proper measures to prevent further damage from occurring at the property (ex: water mitigation). Take reasonable steps to protect covered property from further damage.
- Save all invoices and estimates to submit to your adjuster.
- If you haven't already done so, please advise all units involved to report the incident to their personal insurance carrier.
- You should have your adjuster's contact information within three business days from the time the claim was reported.
- Permit the adjusters to inspect the property proving the damage.
- Work with the adjusters during the claim investigation.

PROFESSIONAL LIABILITY

- If suspected to be a professional liability (Board of Directors) issue, forward any pertaining mailed or emailed correspondence.
- Remember to report the incident first thing as soon as the issue is first made known to you, even if it's only a potential issue.
- Do not share any information about the claim with anyone but Mackoul, the examiner, or counsel that your insurance company may have assigned if applicable.



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