

REPAIR ASSET SURVEY RECOVERY EARTHQUAKE WATER SUPPOR  
 DISASTER COPE MODELING TRANSPARENCY  
 FLOODING RESTORE PREPAREDNESS RISK



## Maintaining Member Services Through Disaster Recovery

HAZARDS RESOURCE CONSULTING LOSS CONTROL EMERGENCY MS  
 HURRICANE CRISIS CLAIMS MANAGEMENT STABILITY  
 DAMAGE ASSESSMENT ADVOCATE FEMA PA

Tony Scott, FMIT Alert & Logistics

## Webinar Outline

- Key Stakeholder Information
- Matthew Update
- FMIT Emergency Response
- Member Prep. Checklist
- Member Tools
- Key Claim Info.



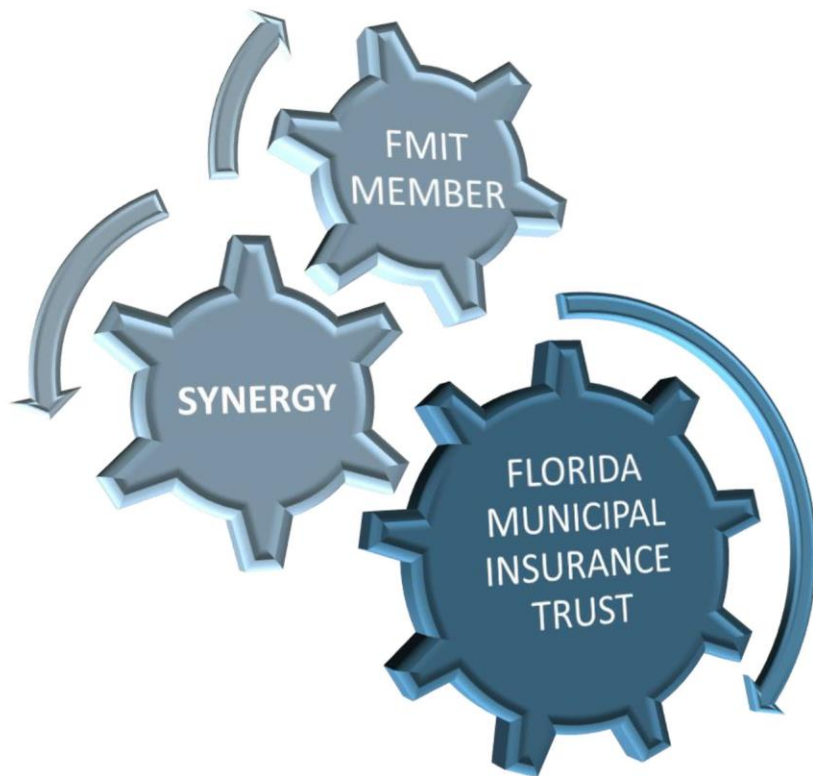
*Your Resource, Your Advocate, Your Partner*

SynergyNDS • FMIT Recovery Program Manager





## Key Pieces to the Recovery Puzzle.



- **FMIT Insurer for 300+ Members**
  - Scope – Panhandle to FL Keys
- **Synergy – Recovery Program Mgr**
  - Assist Members with Covered Damage to 1<sup>st</sup> Party Property
  - Extensive Insurance Recovery Experience
- **Member – Property Insured through FMIT**

Maintaining Member Services

Through Disaster Recovery... ***Is a Process Planned for in Advance.***



## Recovery Process Overview – Key Steps

- 1. Event Impacts FMIT Members**
- 2. Post-Event FMIT Alerts with Logistical Information**
- 3. Post-Event Communications with FMIT Members**
- 4. FMIT Members, Ride-Out Teams & CIRT Vendors Perform Rapid Damage Assessment Using TrackDown**
- 5. FMIT CAT Room Analyzes Data For Coverage Review & Assigns CAT Adjusting Team to Impacted Areas**
- 6. FMIT Turnkey Project Managers & CIRT Vendors work with Member to ID Critical Recovery Path & Begin Response & Stabilization of Affected Assets.**
- 7. Information documented in simpliCity online system to track Claim and aggregate data for inclusion into FEMA PWs.**

## Recovery Process Overview – Key Steps

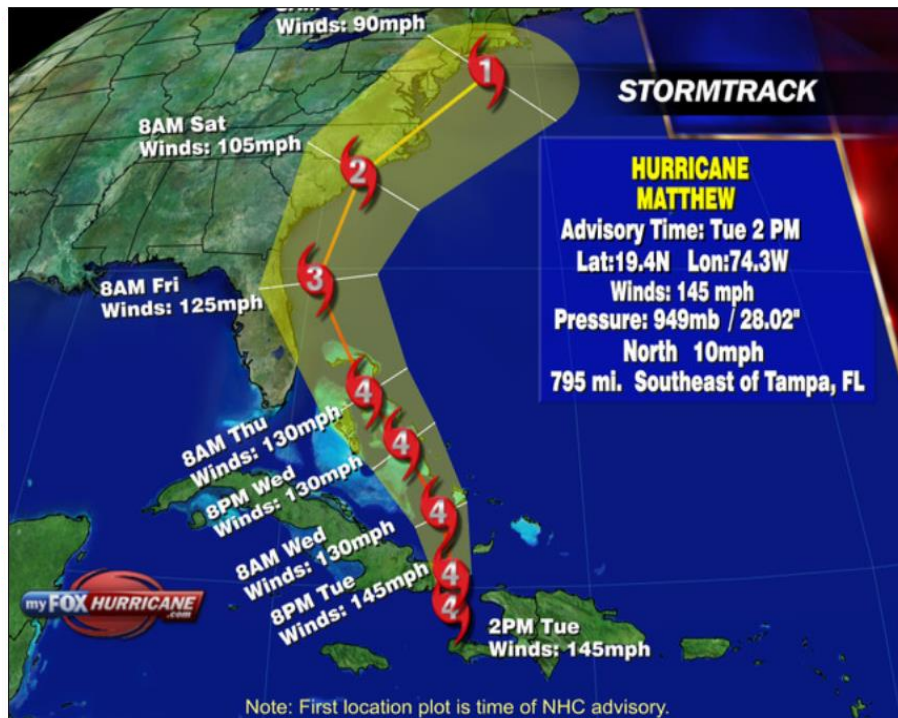


Image courtesy of MyFoxHurricane.com

- Models nudge path slightly to east this afternoon.
- Hurricane Watches in effect for portions of central-east coast of FL.
- Cone path forecast still brings storm to w/in 150 miles of coastal FL counties
- Most of FL with > 40% chance of TSF winds.
- Best-case scenario: West side of storm is best side.

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# FMIT Emergency Response...



## FMIT Preparing for Matthew...



1. FMIT Alerts will Continue During & After Event.
2. Ride-Out Teams being assigned to targeted areas.
3. FMIT CAT EOC in Orlando being Activated.
4. CIRT Vendors Placed on Alert & Mobilizing to Staging Areas.
5. Assisting Members with Response & Recovery Initiatives.





## Basic Preparation Checklist



- Store Emergency Contact information in your mobile device (Internal/FMIT/Synergy/Family)
- Communicate with Internal CIRT Team
- Ensure Your Critical Contact Information is in simpliCity
  - [www.synergynds.com/fmit-alert](http://www.synergynds.com/fmit-alert)
- Review Your Insurance Policy
  - **Deductible(s)** – P&C vs. Named Storm
  - **Property Limits** – Building, Contents, etc...
  - **Blanket PITO** – New to 10/1/16 policy
  - **Coverage Extensions** – Flood Excess, Extra Expense, Business Income.

## Basic Preparation Checklist

### Mitigation Procedures:



- **Move or disassemble mobile or other assets** susceptible to wind damage. (Portable & Fixed Shade Structures, Canopies, Goals)
- **Finalize installation of any preventive instruments** used to protect assets from high winds & heavy rain.
- **Complete necessary preventive maintenance** and vegetation removal from drains / pumps / rake stations.
- **Move any coastal assets w/in surge area** (lifeguard stands, park equipment, etc...) away from potential storm surge levels.



## Insurance Changes for 16/17

**Storm Surge vs Flood:** Surge covered under Wind | Rain-caused Flood under Flood Excess

**Named Storm Deductible:** Once P&C deductible reached, NSD applies per Asset.

- Covers direct storm surge damage and flooding from storm surge.
- Members share greater portion of loss under NSD.

**Flood Excess Coverage:** Purpose to assist Members in Rain-Driven flood event.

- Kicks in after NFIP or other flood policy limits reached at Scheduled Locations.
- Low risk zones (B/C/X) deductible reduced from \$100K to greater of \$5K or P&C
- High risk zone (A,V) deductible remains at \$500K per Building.
- Replacement Cost applies, Personal Property if in covered structure.
- Extra Expense, Loss of Use, Loss of Revenue do not apply.
- Ordinance & Law limited to \$30K.

**PITO:** Purpose to reduce burden of scheduling PITO separately & give Member flexibility

- Blanket PITO limit on declarations page applies to items at address in PITO sched.
- Subject to % deductible for Named Storm or P&C, whichever is greater

**Extra Expense:** Purpose to assist Members with immediate response to covered losses.

- Available if loss response reduces secondary damages at covered location.
- Not subject to deductible, limited to \$1 Million per Fund Year.

# How to Access Tools




[www.synergynds.com/managed-programs](http://www.synergynds.com/managed-programs)

## Managed Programs


SynergyNDS works with the FMIT to develop specialized managed programs exclusive to Members who insure property with the Trust. Utilizing our innovated best-of-breed technology, SynergyNDS provides a dynamic approach to business continuity planning, emergency services and recovery programs.

All FMIT Members have access to the following programs managed by SynergyNDS:




**simpliCity<sup>SM</sup>**

[Click Here to Learn More...](#)




**TurnKey Recovery<sup>SM</sup>**

[Click Here to Learn More...](#)




**Asset ID Program**

[Click Here to Learn More...](#)



**TrackDown<sup>SM</sup>**

[Click Here to Learn More...](#)



**Rapid Assessment<sup>SM</sup>**

[Click Here to Learn More...](#)



**FLC-PACT**

[Click Here to Learn More...](#)



# CONTROL THE DIRECTION OF THE LOSS



SYNCS WITH MEMBERS SOV

## Data from Damage Assessments (Mobile Apps) Supports Initial Reserve Valuation & Claim Assignments.



Policy & Claims Questions: (407) 367-1753

<http://insurance.flcities.com>

Technical Support: (888) 852-4485



Find Help

**simpliCity** CLAIMS PROJECTS SOLICITATIONS QUESTIONS SOV-LOCATIONS SOV-ASSETS SOV-CONTENTS ASSET - COMPONENTS MEMBER POLICY DOCUMENTS EMERGENCY SERVICES RATES, etc.





### CAT Event Dashboard

[Back to Main Dashboard](#)

#### Damage Assessment Report

Full Report Email More

4 Damage Assessments

	Location Number	Asset Name	Location Address	Location Damaged?	Immediate Attention Required?	Damage Description (For Reports)	Wind Damage %	Flood Damage %	Other Damage %	Building Limit	Named Storm Deductible	Total Calculated Damages	Total Estimated Damages	Photo1 Small
<b>018 - Tennis Center - 2575 Sportsplex Drive, Coral Springs, FL (3 Damage Assessments)</b>														
<a href="#">VIEW</a>	<a href="#">018001</a>	Sportplex Tennis Center - Clubhouse	2575 Sportsplex Drive, Coral Springs, FL	Yes	✓	Initial wind storm damage caused multiple broken w <a href="#">more...</a>	25%	0%	0%	\$911,000.00	\$45,550.00	\$227,750	\$100,000 or greater	
<a href="#">VIEW</a>	<a href="#">018003</a>	Sportsplex Tennis Center - Awnings 570 sq ft	2575 Sportsplex Drive, Coral Springs, FL	Yes		Wind damage to canvas	50%	0%	0%	\$230,000.00	\$11,500.00	\$115,000	\$100,000 or greater	
<a href="#">VIEW</a>	<a href="#">018011</a>	Sportplex Tennis Center Maintenance Bldg	2575 Sportsplex Drive, Coral Springs, FL	Yes	✓	Wind and canal flood damage to aluminum framed bui <a href="#">more...</a>	50%	25%	0%	\$50,000.00	\$2,500.00	\$37,500	\$25,000 - \$50,000	
TOT							125%	25%	0%	\$1,191,000.00	\$59,550.00	\$380,250		
<b>019 - Sportsplex Aquatics Complex - 12441 Royal Palm Blvd, Coral Springs, FL (1 Damage Assessment)</b>														
<a href="#">VIEW</a>	<a href="#">019017</a>	Portable Canopies (deck area) 10-10x20	12441 Royal Palm Blvd, Coral Springs, FL	Yes	✓	Broken structure.	60%	0%	0%	\$30,000.00	\$1,500.00	\$18,000	Under \$25,000	

Powered by QuickBase

[simpliCity by Synergy ID](#)





## simpliCity & Rapid Assessment Tools

- Insured SOV already in simpliCity
- Data linked to Claims & Recovery Projects
- Data from Rapid Assessment Reports
- Rapid Assessment form available through TrackDown
  - Free Damage Assessment for FMIT Members
- Android/iOS Compatible
  - Single user access to minimize logistics
  - Property schedule linked to Assessments
  - Complete in minutes and submit in seconds.





## How to Correspond with FMIT...

- Loss Reporting Phone Number:
  - **844-FMIT-CAT** (844-364-8228)
- Insurance Policy & Loss Reporting Online:
  - <http://insurance.flcities.com>
- Loss Reporting Email:
  - [propclaim@flcities.com](mailto:propclaim@flcities.com)
- Damage Assessment Mobile App:
  - TrackDown - Android & iOS – Search “TrackDown Government Edition”
  - Email: [trackdown@synergyid.com](mailto:trackdown@synergyid.com) to request userid/pw

Maintaining Member Services

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# Storm Updates & Contact Submission



[www.synergynnds.com/fmit-alerts](http://www.synergynnds.com/fmit-alerts)



RECOVER. RESTORE. REBUILD.  
**SynergyNDS**  
Your Resource. Your Advocate. Your Partner.

SynergyNDS is the Recovery Program Manager for the FMIT and provides Response & Recovery Services to its 385 Public Entities with over \$9.5 Billion of insured property.



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**FMIT Alerts**

## FMIT ALERTS

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FMIT MEMBER EMERGENCY CONTACT FORM

REGISTER HERE

### FMIT ALERT LEVEL 2: LOW-MODERATE

Matthew Remains a Powerful CAT 4 Hurricane With Maximum Sustained Winds of 130mph. Forecast Models Continue To Show Matthew Maintaining Its Intensity Over The Coming Days With Little To No Strengthening Expected. Matthew Has Begun Turning North At 6mph And Is Expected To Stay On A Northern Path. Still Some Potential to Impact Florida Next Week. Center of Hurricane Matthew Projected To Pass Approximately 150-300 miles To The East of Florida Thursday And Friday This Week.

10:00am EST, Monday, October 3, 2016

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Tweets by @FMITAlert

**FMIT Alert**  
@FMITAlert

FMIT Alert Level 2: Matthew Remains a Powerful CAT 4 Hurricane As It Begins Turning North With Winds of 140mph. Still Potential To Impact FL





# STAY CONNECTED



Get Updates: [www.synergynds.com](http://www.synergynds.com)  
<http://insurance.flcities.com/Default.aspx>



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**Response & Recovery is a Process Planned**

SynergyNDS is the Recovery Program Manager for the Florida Municipal Insurance Trust and provides services and managed programs for crisis planning, disaster response, and recovery.



Florida Municipal Insurance Trust

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**HURRICANE  
MATTHEW**

**SEE INFORMATION BELOW**

**Governor Scott Declared a State of Emergency In Anticipation of Potential Impacts from Hurricane Matthew Due to Vicinity of Current Path Predictions to East Coast of FL. High Potential to Impact Florida With High Winds and Heavy Rains.**