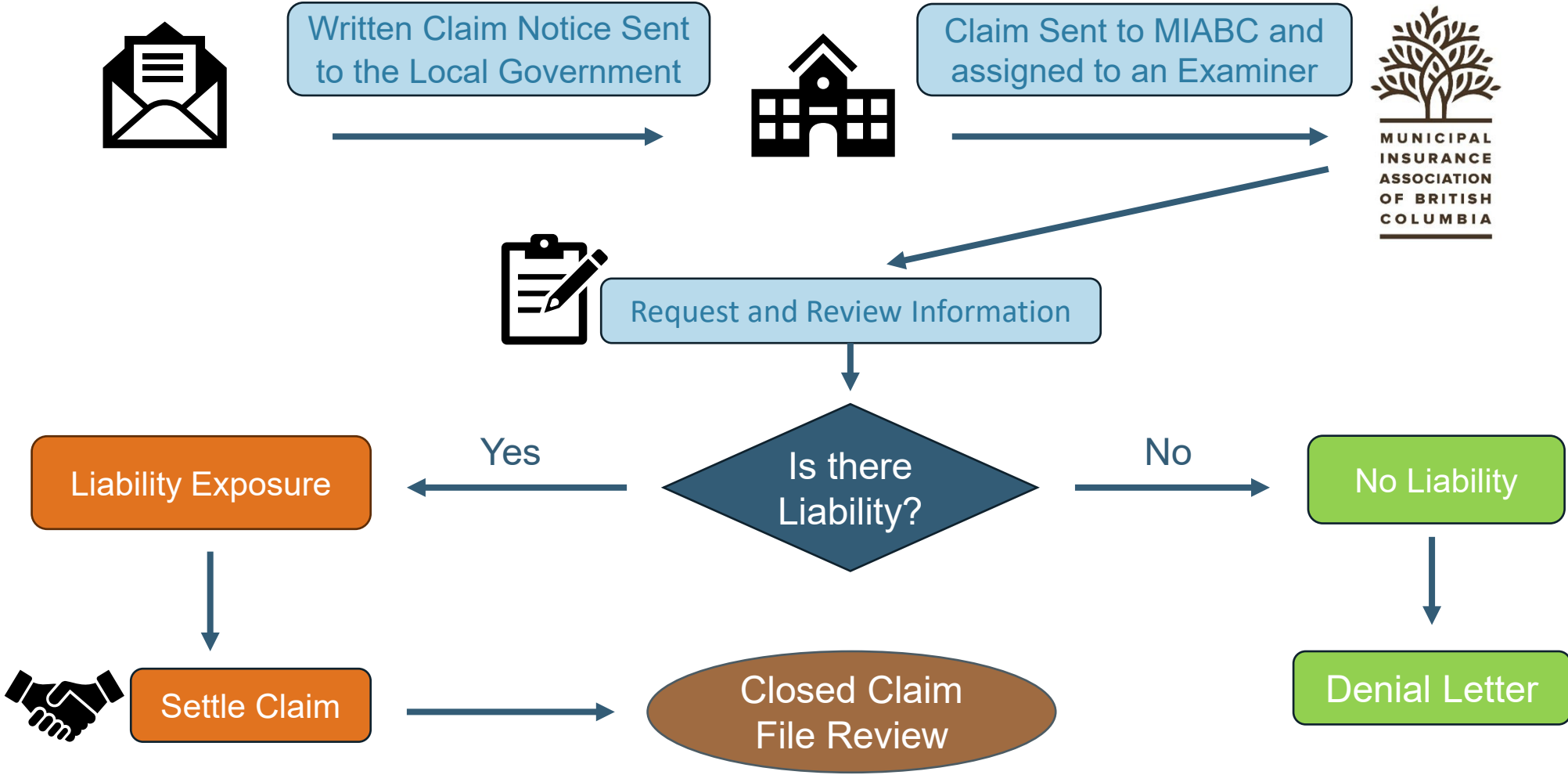


Claim Denied... Case Closed?

Presented by MIABC Claims Team Members
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The Claims Process



What is a Closed Claim File Review?

- Closed Claim File Reviews are conducted after a claim has closed. It brings together risk management, legal, and operational staff to examine contributing factors, control effectiveness, and decision points.
- The objective is to identify opportunities for risk reduction, loss prevention, and operational improvement – not to assign fault.

Let's look at an example from a claim...



Scenario: A Sewer Backup Incident

Notice of Claim:

- Two backups occurred in October, at the time Notice was provided.
- There was a previous incident in January of this year.



Information Request



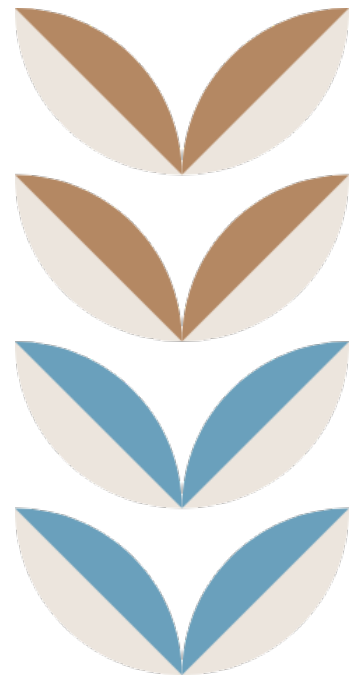
- Is the blockage located in Public property?
- What was the cause of blockage?
- Any history of sewer backup problems at this location?
- Provide records of the first service request and maintenance history.
- Is there a sewer inspection/maintenance policy and was it followed?
- Provide details of the policy.



Response to Information Request



- Blockage was deleterious materials located within the public side of infrastructure.
- Notice was provided a few weeks after the most recent occurrence (twice in October).
- Records show a previous incident in January of the same year, which the Town responded to.
- No records of the rotational inspections and flushing for last 10 years.
- The length of the main here is longer than CCTV equipment can reach to confirm the main is clear.



Highlights from the Town's Sewer Policy

1

The town is divided into 5 zones: regular inspections and maintenance is conducted on a 5-year cycle.

2

Between inspection cycles, staff respond reactively to problems when reported.

Predictions of the outcome?

Outcome

1

Liability exposure: the Member's maintenance and inspection program had for the past 10 years.

2

Blockage identified included contents that were likely introduced by occupants in the area.

3

Claim was settled for 75% of the demanded recovery costs.

4

A Closed Claim File Review was sent with recommendations to prevent future losses of a similar nature.

What would you recommend?

Closed Claim File Review

- Revisit the maintenance procedures on a more regular basis and adjust for a more manageable rotation (Ex. Every 5 years).
- Upgrade inspection tools to ones that appropriately serve the infrastructure.
- Consider hiring a contractor to assist in maintenance to fulfill maintenance obligations.



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Every closed claim is a risk intelligence asset. When reviewed thoughtfully, it strengthens controls, informs decisions, and reduces future loss.

Questions & Answers