Complex Claim Preparation & Presentation

When a disaster strikes, such as earthquakes, explosions, hurricanes, fires and floods, one of the key concerns of most organizations is to get the organization fully operational as soon as possible. Unfortunately, most organizations do not possess the resources, time or expertise to properly manage the resulting property damages and business interruption claims that stem from a disaster. Further, after a significant loss event, organization risk leadership has more important things to do than identify and marshal internal resources to confront the effects of the disaster.

Aon’s Claims Preparation, Advocacy and Valuation experts can be a key partner for disaster-impacted organizations by offering a full range of loss recovery solutions, including expertise in claims advocacy. Our risk consultants bring unparalleled industry experience in claim handling, advocating on behalf of our clients and helping them prepare and present even challenging claims in a fashion that achieves a fast and favorable recovery.

Loss Management

A multi-million dollar loss requires a comprehensive strategy, clear timelines and most importantly, the capture and documentation of thorough details related to the loss. Insurers often engage experts, such independent adjusters and insurance claim auditors, to assess the magnitude of the claim on their behalf. Without a dedicated team of advocates leading your claim recovery efforts, you may encounter material differences in scope, pricing and expectations with your insurer.

Our project managers act as the quarterback of your claim and ensure the insurance company experts are accurately adjusting your loss. In the event the loss requires a long-term, on-site presence, our project managers are trained in leading the documentation of the claim from the loss site and providing periodic claim updates back to you in your corporate offices.

Analyzing Damages to Physical Assets

No outside expert understands your properties better than your in-house operations or construction team. However, after a loss, your insurer will require that you present compelling documentation and in-depth analysis of the physical damages as they relate to the specific areas of the policy. Our estimating and consulting team will work closely with your in-house team to interpret the mounting incurred replacement or restoration costs and tie them back to the correct areas of your policy. Similarly, our inventory and equipment specialists will thoroughly evaluate the state of your key assets and provide detailed reports concerning items such as damaged stock, machinery, equipment, furniture and fixtures.

Quantifying Business Interruption and Extra Expenses

The most subjective part of your claim will be accurately quantifying the interruption to your business income. Through detailed analysis of pertinent financial statements, our certified forensic accountants will deconstruct the loss to determine the period of indemnity, calculate loss of profits as they relate to the physical damages, and identify any continuing and extra expenses that would not have been incurred had it not been for the loss.

The Aon Claims Preparation, Advocacy and Valuation team has a history of positive results for our clients, handling the largest and smallest losses with the same attention to detail. You can choose to engage all our disciplines or each one individually, depending on your needs. In addition, the fees for these claims preparation and presentation services are covered under most property policies, thereby eliminating or reducing your out-of-pocket costs.
About Aon Global Risk Consulting

In today’s challenging global environment, business risks are no longer isolated by industry, geography or country. Economic slowdown, regulatory changes, cyber crime, terrorism, increased competition, damage to reputation, and other critical risks are complex, inter-related and global in consequence. Aon Global Risk Consulting (AGRC) is the world’s leading risk consulting organization. With nearly 1,400 risk professionals in 50 countries worldwide, AGRC consultants have the expertise and experience to recognize and address the unique challenges and opportunities that face our clients.

In close partnership with Aon’s broking team, AGRC provides comprehensive and tailored solutions through a consistent global approach backed by a panel of industry experts. Our Risk Control & Claims team consists of 350 professionals who support clients globally in the property and casualty risk control arena.

Our Risk Consulting business unit includes leading disciplines that include actuarial, business continuity management (BCM), enterprise risk management (ERM), risk management outsource and risk feasibility. Our Actuarial & Analytics (A&A) practice consists of more than 100 consultants including 47 actuaries having Property & Casualty (P&C) credentials.

Aon’s Captive & Insurance Management practice is widely recognized as the leading captive manager, with local capabilities in over 30 countries.