

## Nonprofit Factors to Consider

Be sure to understand each of the following factors before engaging with the insurance company.

Knowledge is the key to a successful claim outcome.

- ✓ What is my broker's/agent's role?
- ✓ Does the adjuster work for us or the insurance company? Why they can't work for both. It's a conflict.
- ✓ Can I compensate employees who help with cleaning or restoration?
- ✓ How quickly can we get started rebuilding?
- ✓ How does the event affect volunteers?
- ✓ How does the event affect donations?
- ✓ How to quantify long-term effects of less effective community outreach?
- ✓ Is the insurance company using an independent building or equipment consultant to prepare a bid? Who are these consultants? Who are they working for? Do they only work for insurance companies?
- ✓ Continuing services to the congregation or the communities serviced. Best practices to continue.
- ✓ Does the insurance company pay for professionals necessary to evaluate our claim? Are they working for us or them?
- ✓ Is there coinsurance in my policy? What does it mean?
- ✓ How does our policy address increased costs due to new codes? If our coverage is limited, what can we do about it?
- ✓ Will the insurance company pay for a construction manager?
- ✓ Utilizing extra expense coverage to secure "E-Space" for classrooms off-campus.
- ✓ Can I compensate employees or volunteers who help with cleaning or restoration?