

TRIPLE-I TALKING POINTS: POST-HURRICANE CONSUMER TALKING POINTS

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CONSUMER TALKING POINTS POST-HURRICANE

- The insurance industry is there to help consumers recover as quickly as possible. Adjusters have already begun meeting with policyholders in accessible areas. Others are prepared to move into the most seriously damaged communities as soon as authorities allow.
- Wind damage from hurricanes is covered under standard homeowners, renters and business insurance policies.
- Insurance companies know this is a difficult and emotional time for their policyholders. Processing and paying claims is like triage: the most severe cases are given priority.
- Insurance Catastrophe Response Teams start mobilizing as storm forecasts became more precise. A convoy of adjusters and catastrophe vans make their way close to the area that is likely to be hit by damage.
- Insurers set up staging areas – often tented areas where insurers disburse funds.
- Standard homeowners and renters insurance does not cover flood damage. Flood damage is excluded under standard homeowners and renters insurance policies. Flood coverage, however, is available in the form of a separate policy both from the National Flood Insurance Program (NFIP) and from a few private insurers. The NFIP provides coverage for up to \$250,000 for the structure of the home and \$100,000 for personal possessions. Excess flood insurance is also available from some private insurers for those who need additional insurance protection over and above the basic policy or whose community does not participate in the NFIP. For businesses, the NFIP provides coverage for up to \$500,000 for the structure and \$500,000 for the contents. The comprehensive portion of an auto insurance policy includes flood damage.
- Insurers are providing the funds to put families into temporary housing while they decide whether and where, to rebuild. They are helping businesses reopen. They are meeting with community or policyholder groups, attending town hall gatherings, whenever and wherever people need answers to questions about insurance coverage.

- Processing an insured loss related to a large-scale natural disaster is often complex, especially when there are hundreds or thousands of claims
- Property/casualty insurers are the nation's economic first responders after a disaster.

LINKS TO ARTICLES

- [Catastrophes](#)
- [Flood Insurance \(Facts and Statistics\)](#)
- [Flood Insurance \(Recent Developments and Background\)](#)
- [Hurricanes \(Facts and Statistics\)](#)
- [Hurricanes and Windstorm Deductibles](#)

