

## **ANTICIPATE A CLAIM**

“I don’t need insurance because I have been flying for thirty years and have never put so much as a scratch on an aircraft.” It is human nature to have the “it can’t happen to me” attitude. This is very evident when discussing insurance coverage and limits with many clients, both old and new.

If you are sure you will never have an accident, why buy insurance at all? Otherwise, assume you could have a claim and do a little disaster planning and that starts with the selection of your insurance company. Does the insurance company have in-house claims managers or are all claims outsourced to independent adjusters? What is the reputation of the insurance company’s claims department?

Know what to do in the event of a loss. Do you have a claims reporting number to call in the event your agent is unavailable when you need him? Remember, when you have a claim and your agent submits it to the insurance company, the claims department will take over. Both the agent and your underwriter are out of the loop unless you keep your agent posted. Stay in touch. Although we anticipate no problems in the claims settlement process, issues do arise. If we don’t hear from you, we must assume that all is well.

As a side note, I think it important to recognize that your claims adjuster is not a “first responder”. They are not a fire department or the police. Their job is to come in after the event settles down and assess the damage. Often, we have claimants call us expecting the adjuster to be dispatched immediately. This is usually not a realistic expectation.