

## ADJUSTING SERVICES

Penser is excited to announce its new Property Adjusting Division, licensed in 18 states; our professional adjusters are ready to take on your toughest challenges and offers an array of Public Adjusting services. The difference between a Public Adjuster and an insurance company adjuster is:

### **A Public Adjuster:**

- Represents you, not the insurance company
- Has a vested interest in maximizing insurance recoveries on a fair and honest basis
- Loyal to you... the one who suffered the loss

Works for you, their loyalty is to the one who suffered the loss and works to settle the claim as smoothly as possible. And since most fees paid based on a percentage of the settlement, it is in his best interest to achieve as high a payout as possible. You can utilize their professional skills and experience to deal with the insurance companies, so you can get on with your life.

### **An Insurance Adjuster**

- Works for an insurance company
- Loyal to the insurance company
- It is their best interest to settle the claim for the least amount possible

### **What about my insurance agent?**

In nearly all cases, the insurance agent who sold you the insurance policy, is not an adjuster and seldom has any authority once a claim is filed.

## WHAT CAN PENSER DO TO HELP?

For a standard property/casualty insurance claim situation, Penser can prepare the claim documents on your behalf and will:

- Prepare the estimates
- Prepare the lists and costs for damaged business personal property or stock
- Arrange for temporary rental space if needed
- Arrange for business interruption forensic accountants to calculate lost business income
- Prepare and submit the entire claim to your carrier and handle all communication with your carrier on your behalf
- Negotiate the highest settlement figure possible on a given loss

For a company with a large self-retention or the self-insured, Penser will:

- Prepare the estimates; lists and costs for damaged property or stock loss on your behalf
- Arrange for temporary rental space, if needed
- Arrange for business interruption forensic accountants to calculate lost business income
- Prepare all paperwork on your behalf, including claims that exceed the self-retention amount

## OTHER SERVICES

### **Freight Damage**

- Loss to property en route

### **Liability Claims**

- Keep your liability settlement low
- Negotiate with claimants

### **Subrogation**

- Work to recoup expenses for a claim paid out when another party is responsible for paying at least a portion of the claim

### **Litigation Management**

- Pursue subrogation to achieve optimum recovery, if practical
- Manage litigation in liability claims

### **Insurance Recoveries:**

- Insurance company initially paid \$60,000 on a hotel water loss. Final payment after our involvement: \$793,000;
- Insurance company initially paid \$13,000 on a furnace loss. Final payment after our involvement: \$525,000;
- Insurance company initially paid \$140,000 on a hotel fire loss. Final payment after our involvement: \$1,400,000;
- Loss of 3.5 million pounds of Fuji apples due to exposure to ammonia gas. The ammonia gas damaged the skin of the apples and became worthless on the retail market. The settlement of \$2,000,000 was based on the wholesale commodity price of the apples. The apples were then sold to a pie company which reduced the loss by \$36,000.