

A satellite view of Earth from space, showing a large hurricane with a distinct eye over the Atlantic Ocean. The text is overlaid on the image.

5 KEYS TO

SUCCESSFUL CLAIMS ACCOUNTING

for Catastrophic Events

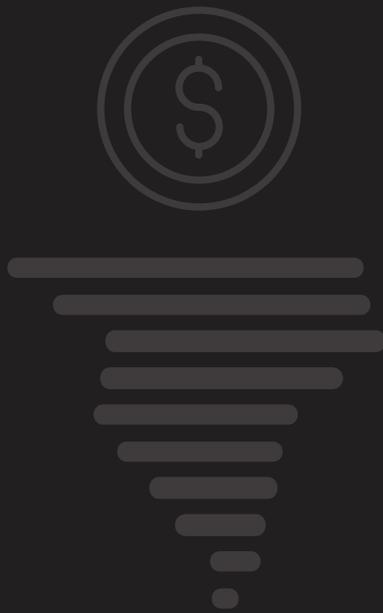


INTRODUCTION

Catastrophes have devastating and wide-reaching effects on both individuals and businesses.

During last year's hurricane season, 15 named storms formed in the Atlantic Ocean, eight of which became hurricanes and two of which became major hurricanes of Category 3 or above. These figures are precisely in line with what the NOAA has predicted for this year's hurricane season.

Just two years ago, we witnessed three of the top five costliest hurricanes in the United States history in terms of the estimated insured losses.



Hurricane Harvey cost approximately

\$16-19 BILLION,

Hurricane Irma approximately

\$20-25 BILLION,

and Hurricane Maria approximately

\$25-30 BILLION,

according to the [Insurance Information Institute](#).

Hurricanes are just one piece of the pie. One must also consider other natural disasters like earthquakes and tsunamis, in addition to wildfires, oil spills, epidemics, etc. Rarely can we control how disasters impact us and the world around us, but we can always control how we react when they occur. As a forensic accounting firm, our primary concern is to ensure that claims are paid out efficiently and accurately in these scenarios.

In this paper, we outline five key ways we help ensure successful claims accounting in the wake of a catastrophic event and what you should expect from a forensics firm in these situations.

1. RESPONSIVENESS

Regardless the type of catastrophe, it is crucial to respond quickly and efficiently. Every catastrophe is different, so it is important to identify client needs and goals from the onset of involvement. We do realize that this is not always possible. These complex situations may not lend themselves to a clearly defined scope as the events unfold, so we are prepared to assist in determining what our client's needs may be and adapt as the crisis evolves.

Based on experience, we emphasize the need to be flexible, proactive, and reactive. Circumstances may change in an instant, whether because of ingress / egress issues, political pressure, or a lack of available resources. The aftermath of a disaster is not a linear event by any means, so we prepare ourselves for ongoing changes. This requires a well-defined chain of communication between us and our client. We prefer to be open and direct about voicing any observations or concerns that we may have as they arise. With an open line of communication, we can effectively assist our clients in dealing with and adapting to a changing set of circumstances.

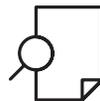
In addition to traditional forensic accounting services, we also provide knowledge and training in a variety of areas where our expertise may be required, including:



**Drafting
nondisclosure
agreements**



**Handling
delicate
political issues**



**Identifying
fraudulent
documentation**



**Researching
and applying
local tax laws**



**Acting as expert
witnesses in litigation**



**Connecting with our
highly skilled Special
Investigative Unit (SIU)**



**Providing access to
resources in other
areas of expertise**

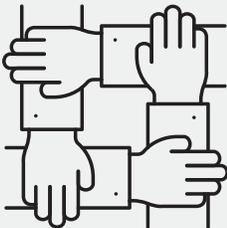
2. COVERAGE DETERMINATION



When dealing with insurance claims in general, determining the applicable policy coverages for each claim is paramount. In a catastrophe situation, coverage determination becomes even more important. When dealing with a large volume of claims simultaneously, it can become difficult to treat each claim with uniformity. We focus on working with the client and adjustment team from the beginning on aspects of the insurance policy such as the period of indemnity or the application of specialty clauses.

The key is to have discussions at the onset of the response period to determine how these issues will be handled and clarify any potential areas of confusion or ambiguity as soon as possible. These decisions must be clearly communicated to the adjusters, forensic accountants, and Insureds to ensure that coverage is applied consistently. Consistency in the application of policy particulars from the onset eliminates potential problems down the road.

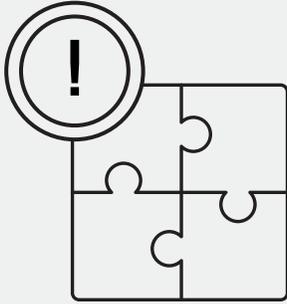
3. TEAMWORK



There is a direct correlation between the cohesion of the forensic accounting team and the work product that they produce. In order to overcome the obstacles presented by the aftermath of a disaster, including strenuous work days, extended time away from home, and a constant inflow of claims that often seems endless, you have to have the right people working together.

Our team starts with great leadership. Our executives have decades of experience in the industry and have been involved in providing forensic accounting services in the aftermath of many catastrophes, including the 9/11 World Trade Center Attack, BP Oil Spill, earthquakes, and major hurricanes. We have a diverse team that is capable of handling various needs such as data processing and data analytics, advising and consulting, training, attending and leading meetings, and bilingual accountants. Our group has the wherewithal to balance the varying needs of our clients with the numerous challenges involved in the aftermath of a catastrophe.

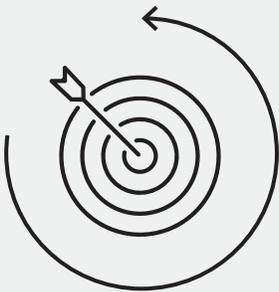
4. ORGANIZATION



When disaster strikes, it is necessary to be organized and methodical right from the start. We strive to generate a consistent work product for each claim, and this starts with a well-defined workflow. From the intake of new claims through the analysis, payment, and closure of claims, every team member needs to know exactly what their role and responsibilities are and execute. This enables us to form a forensic accounting assembly line and deliver quality results for each and every claim.

Maintaining the organization of certain aspects of claims processing is a benefit to our clients. The more organized our processes are, the more accurate and timely the information is that we can provide to our clients. Often times in a catastrophe, response times need to be immediate. We are able to maintain and organize an accurate updated database of claims status so that we are able to have information at the ready at a moment's notice.

5. EFFICIENCY AND ACCURACY



With all of these considerations in mind, the main goal of our forensic accounting team in a catastrophe situation remains introducing efficiency and accuracy to the claims handling process. With a dedicated, experienced team of forensic accountants that are well-versed in the handling catastrophes, we are ready to deploy on short notice. We work quickly and efficiently with our clients to prioritize the next steps needed in order to respond effectively.



INTRODUCING

stratis™

In order to improve efficiency and cost-effectiveness, Lowers Forensics International introduces Stratis. We built the Stratis software to provide vast improvements to the small claims accounting process. Stratis uses artificial intelligence and proprietary algorithms to streamline the forensic accounting process for small claims. Perfect for use in a catastrophe situation, Stratis is more efficient than any other solution on the market.

With the power of Stratis, Lowers Forensics International is better prepared than ever before when the next catastrophe strikes.

