1. Take immediate action to minimize loss.
2. Protect undamaged property from loss.
3. Implement means of capturing expenses.
4. Take photographs of the damage.
5. Consult contractors for initial estimate of scope and cost of repairs.
6. Identify temporary measures needed to resume operations and the associated expenses that are incurred.
7. Gather required documentation
   - Orig plans, specs, blueprints, etc.
   - Inventory of damaged items
   - Repair scope and cost in detail
   - Detailed records of outgoing expenditures
8. Communicate with adjuster thru final settlement

1. Draft shell for documentation gathering and claim submittal
2. Meet w/ dept to advise procedures
3. Identify dept contact
4. Confirm trust acct set up
5. Liaison between Departments & Aon

1. Act as the State’s advocate
2. Monitor claim status
3. Attend claim reviews
4. Liaison between State & Ins. Company

1. Create claim submission to ins. co.
2. Appoint contact person to work w/ adjuster
3. Communicate directly with adjuster
4. Gather supporting documentation
5. Proof of loss and request payment/reimbursement

1. Investigate & adjust claim
2. Communicate directly with dept contact
3. Provide copies of all correspondence to RMO
4. Issue payment to dept