

John Kinney
EVP, Chief Claim Officer
December 6, 2017

**THE HARTFORD'S CATASTROPHE
RESPONSE:
PREPARATION, DATA, EXECUTION**



About The Hartford



Founded in 1810

Approximately 18,500 employees

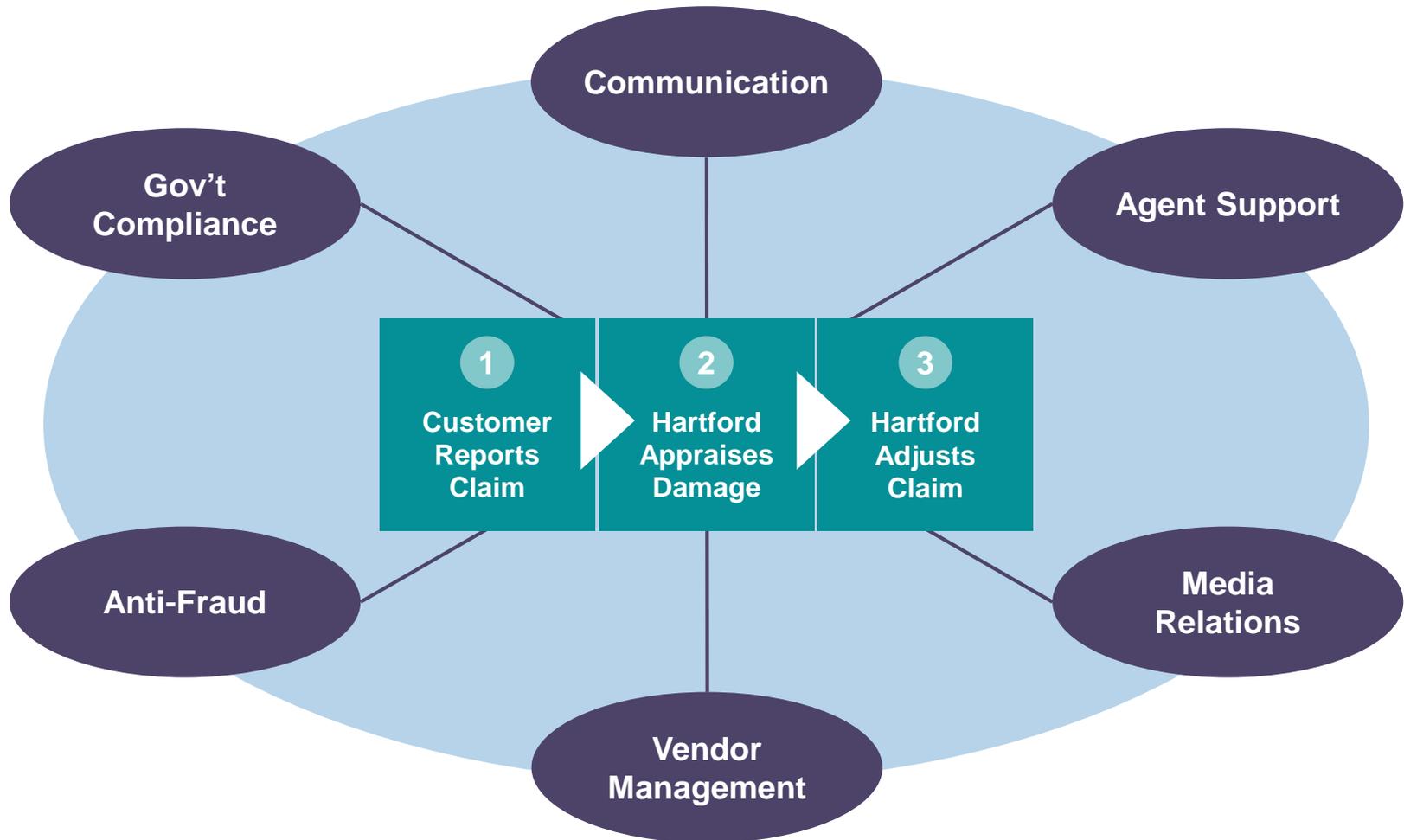
Headquarters in Hartford, Connecticut

2016 revenues: \$18.3B

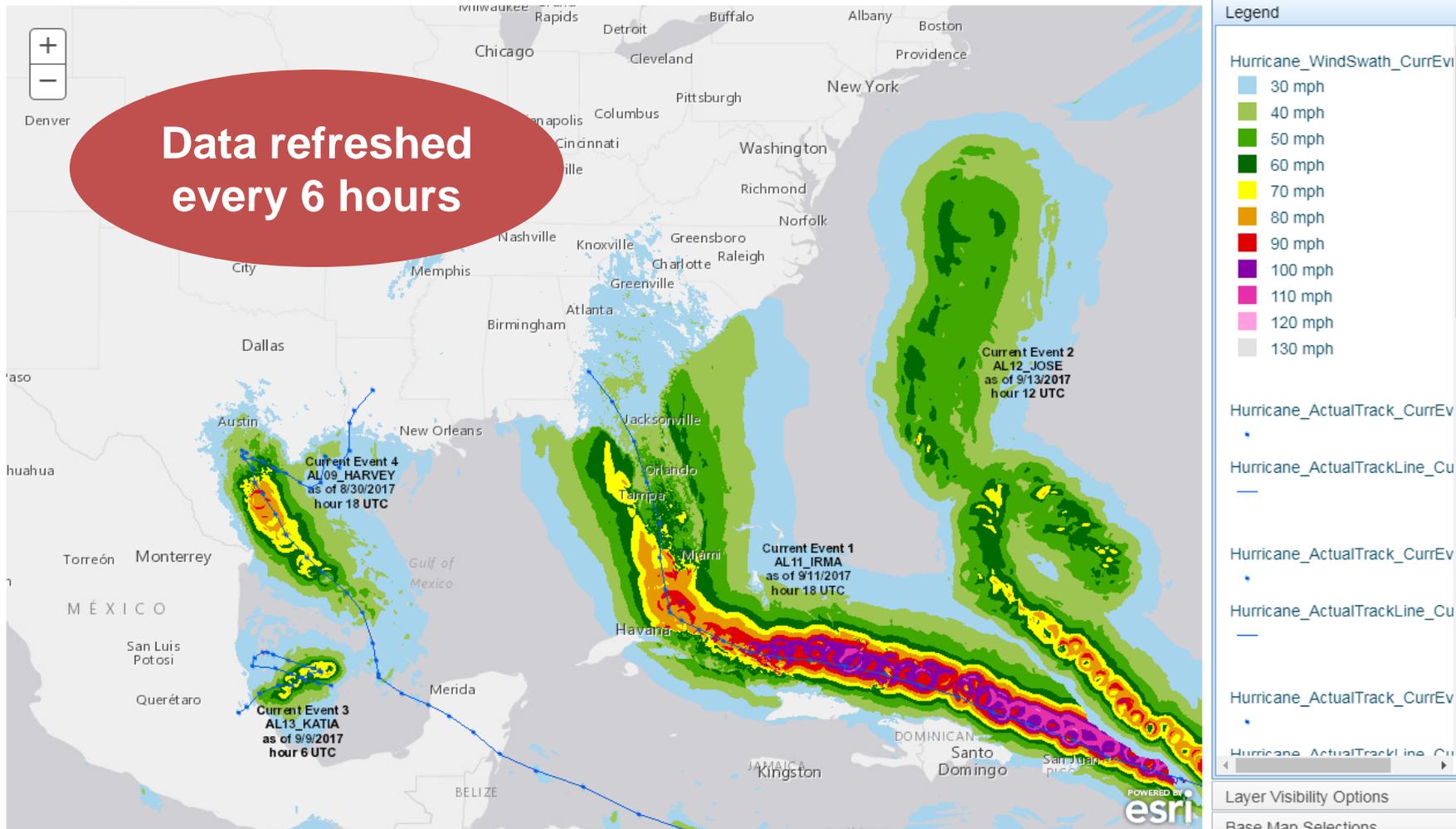
Our businesses:

- **Auto**
- **Property**
- **General Liability**
- **Professional Liability**
- **Workers' Compensation**
- **Group Disability and Life**
- **Voluntary Benefits**
- **Mutual Funds**

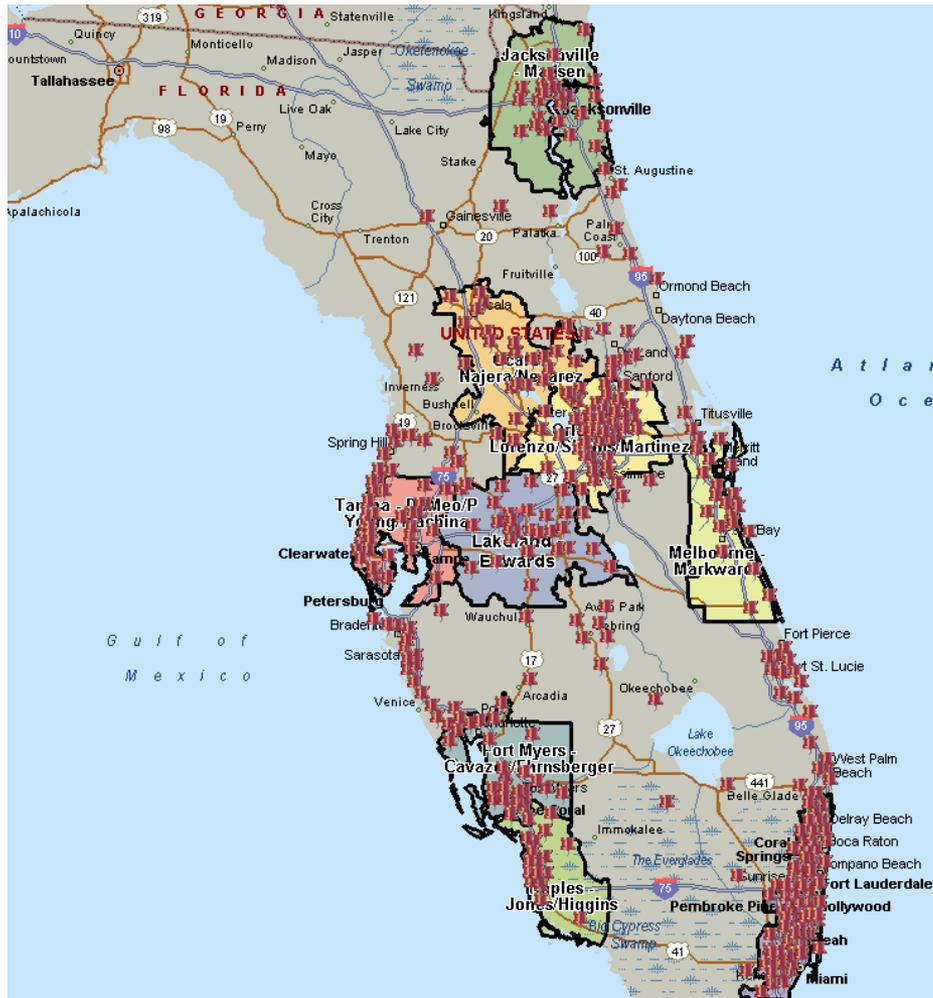
The Complexity of our Response Grows Exponentially with Large Scale Catastrophes



Before Landfall: Using Data to Predict Potential Exposure



Upon Landfall: Data Informs When and Where to Deploy Staff



GEOFENCING

- 1) Map claim concentration in impacted areas (red dots)
- 2) Define territories based on claim volume and geographic spread (colored areas)
- 3) Deploy staff, by territory, as needed

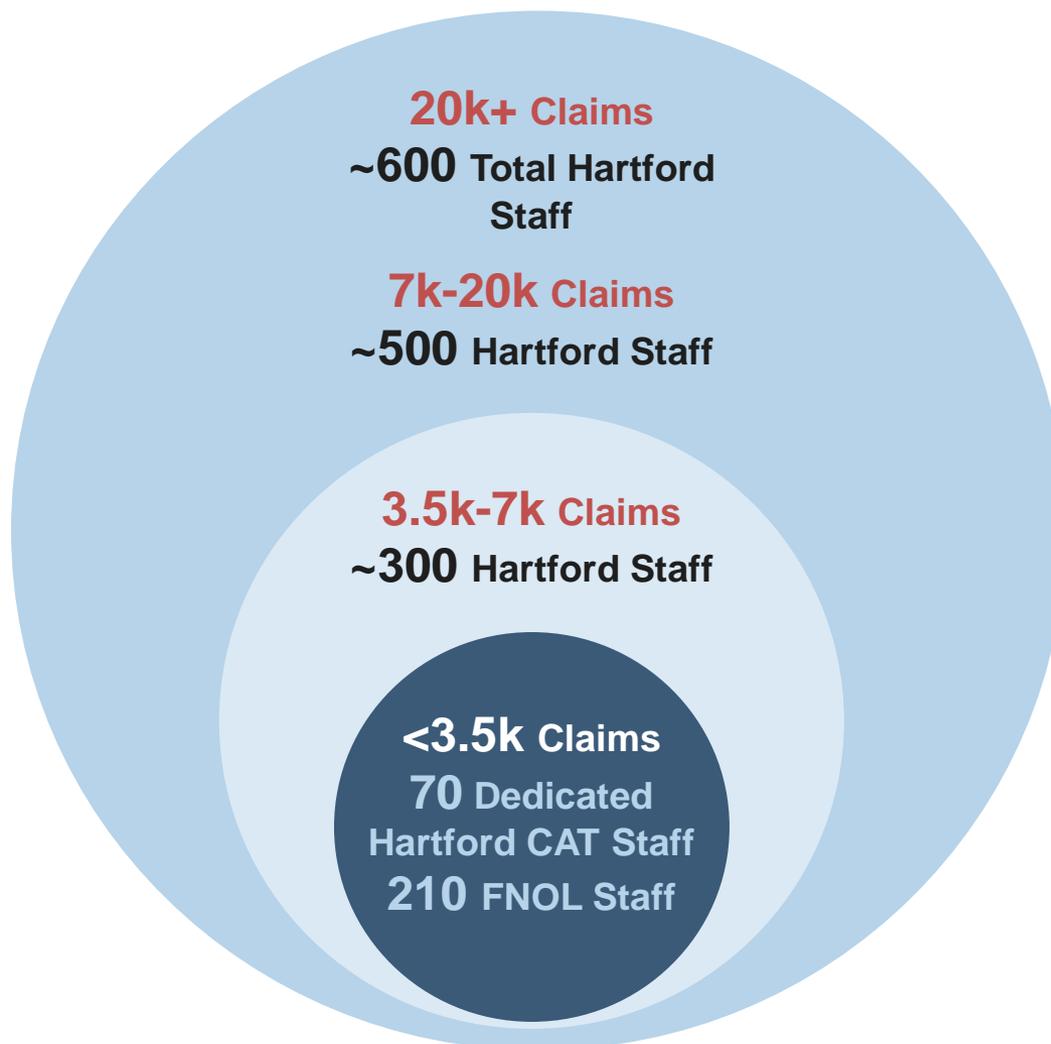
After Landfall: Leveraging Technology to Restore Customers' Lives As Quickly As Possible



CAT Operational Scorecard - 2017												
Measurement	Benchmark	Jan	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov
RIS EQI % @ BM	100%	88.0%	80.0%	89.3%	88.5%	75.0%	76.0%	100.0%	100.0%	95.8%	93.8%	
RIS EQI result	0.80	0.95	NA	0.95	0.89	0.85	0.86	NA	0.94	0.90	0.92	
IQM EQI result	0.80	N/A	NA	NA	NA	NA	NA	0.67	NA	NA	NA	
% @ BM	100%	77.3%	57.1%	52.2%	64.5%	64.5%	67.7%	71.2%	76.0%	63.0%	68.8%	
Result	0.73	0.73	0.71	0.74	0.76	0.77	0.77	0.79	0.75	0.70	0.61	
% of staff @ BM	100%	56.7%	45.2%	72.7%	78.8%	87.1%	93.3%	73.3%	61.3%	15.6%	53.1%	
% Settled Onsite w/ Payment	0.55	56.9%	57.8%	65.7%	69.0%	73.7%	71.2%	65.4%	64.0%	32.9%	46.9%	
% of staff @ BM	100%	65.6%	80.6%	54.5%	78.8%	54.8%	80.0%	90.0%	80.6%	68.8%	62.5%	
% of Estimates Uploaded in 5 days	0.65	72.1%	81.5%	67.3%	74.2%	67.9%	77.8%	80.6%	84.9%	72.2%	72.2%	
% favorable	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	89%	
% favorable	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	89%	
ACH utilization %	0.60	73.8%	70.5%	78.1%	75.4%	73.9%	75.92%	77.8%	72.1%	71.1%	71.5%	
Total Estimate Uploads	N/A	1411	1208	1477	610	1435	880	1143	1043	1185	874	



How We Flex to Scale As Needed



Property Damage Appraisal

AVG Days from Assignment to Inspection

Harvey	Irma
5.2 days	4.7 days

Leveraging our staff and premium independent appraisers, we quickly inspected our customers' damaged property.

HIG employees handle appraisals for events of up to 1,500 claims.

Above 1,500, we engage a vendor to assist with independent appraisals. Our staff closely supervises this vendor.

With Irma, the vendor alerted us to potential independent appraiser shortages in FL.

Prior to landfall, we secured contracts with 100 premium independent appraisers.

Auto Damage Appraisal

Time to 95% Inspections Completed	
Harvey	Irma
21 days	13 days

Leveraging our staff and enhanced technology, we quickly appraised our customers' damaged automobiles.

In Person: Hartford employees deployed as needed to assess damage

Virtual: 22% of auto damage during 2 recent hurricanes inspected via customers uploading photographs of damage



Hurricane Irma – Helping You Prepare

IMPORTANT INFORMATION FROM THE HARTFORD CLAIMS

Your safety is always our top priority.

In the event you need to file a claim due to Hurricane Irma, please do not hesitate to do so [online](#). The process is very simple, and our team will be in contact as soon as possible to help you. You may also contact us by phone at **1-800-243-5860**; however, with events like Irma, please know that hold times may be longer than usual as we help other customers impacted by the hurricane.

Thank you for trusting The Hartford to help you prevail. Our thoughts and best wishes are with you. Above all else, please stay safe.

John Kinney
Chief Claims Officer

Consumer Alert:

If you suffer a loss, you may be approached by a third party and asked to assign your insurance policy benefits, which may transfer your policy rights, benefits, and payment to that third party in exchange for having them submit your claim and repair your property. This is often called an "Assignment of Benefits" form. **The Hartford will never ask you to sign such a form**, and it is not necessary to file a claim or receive benefits under your insurance policy.

If a contractor or other third party asks you to sign an Assignment of Benefits form, **make sure you read it carefully and understand clearly what rights you may be signing away**. If you are faced with this situation and would like to discuss it with The Hartford, please contact us at **800-694-5987**.

RED FLAGS TO LOOK OUT FOR

- 🚩 You feel pressured to sign a contract or other documents.
- 🚩 You are asked to sign over your benefits in order to initiate the repair process.
- 🚩 The language in the contract/document is similar to a power of attorney for the handling of the claim - this power gives the company the right to negotiate and endorse checks and/or hire an attorney or public adjuster on your behalf.
- 🚩 The language requires that all claim proceeds be made payable to an entity or individual other than you (the policyholder) or your mortgage company.
- 🚩 The language prevents your insurance company from communicating directly with you about your claim.
- 🚩 The document looks unprofessional and contains grammatical errors, misspelled words or blank spaces.

For more information on how you can protect yourself, please visit the [Florida Consumer Protection site](#).

Consumer Alert:

If you are in Hurricane Irma's path, **be sure to follow the Federal Trade Commission's important [consumer protection tips](#)** to protect your rights.

Be wary of contractors who demand upfront payment before starting work or payment in full before work is completed. Scammers posing as Federal Emergency Management Agency contractors [descended on Florida residents](#) – even before the hurricane struck there.

Consumer Alert:

If you are in Hurricane Irma's path, **be sure to follow Georgia's important [consumer protection tips](#)** to protect your rights.

Be wary of contractors who demand upfront payment before starting work or payment in full before work is completed. Scammers posing as Federal Emergency Management Agency contractors have already [descended on Florida residents](#) – even before the hurricane struck there.



The Hartford

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Did Hurricane Irma damage your car? Save yourself a lot of trouble by using these tips to stay away from scammers.



Attention Customers Of The Hartford

Every year, billions of dollars are lost to insurance fraud. Understand the fundamentals of Assignment of Benefits (AOB) before you submit your next claim.

EXTRAMILE.THEHARTFORD.COM

[Learn More](#)

Recommendations and Lessons Learned

Florida building code changes were a big success

Power outage causation: more/earlier info from utility companies would help insurers

Independent adjuster pool is diminishing; resource shortage during high demand times

Location-specific consumer protection fraud alert info on state websites was very helpful

Develop national disaster mitigation investment strategy