

# Who Does What When It Comes To Insurance?



## Claims

### Strata Manager

- ✓ Engaging ongoing claim management.
- ✓ Undertaking activities involved in loss mitigation.
- ✓ Liaising with Loss Adjusters.
- ✓ Liaising with contractors to obtain quotes for proposed insurance repair work.
- ✓ Forwarding contractor quotes and queries to Insurers.
- ✓ Receiving and processing the Insurers acceptance or rejection of the claim.
- ✓ Instructing contractors to undertake approved insurance work following acceptance of claim.
- ✓ Receiving and forwarding invoices for approved insurance works to Insurer as appropriate.
- ✓ Receiving and receipting payment from Insurers, and paying contractors.
- ✓ Supply relevant client disclosure info to Insurers when there is a non-property claim (i.e Public Liability).
- ✓ Provide assistance required for non-property insurance claim.

## Claims

### Strata Manager & Broker

- ✓ Advising or guiding clients regarding whether or not to make a claim.
- ✓ Assessing Lot Owner enquiries about Policy coverage for loss or damage.
- ✓ Lodging routine claims relating to common property on behalf of the client.
- ✓ Lodging complex/major or non-routine claims.



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## Renewals

### Strata Manager & Broker

- ✔ Liaise with Preferred Insurance Broker or alternative Brokers to arrange insurance renewal terms.
- ✔ Circulate renewal options to the Committee on receipt from the Broker and instruct the Broker when the Committee have made their acceptance known.
- ✔ Facilitate queries between Committee and Broker.

## Valuations

### Strata Manager

- ✔ Seek instructions to obtain an insurance valuation.
- ✔ Liaise with valuer regarding valuation requirements and organise access for the valuer.
- ✔ Provide a copy of the valuation to the Broker or Insurer.
- ✔ Prepare a motion to engage a valuer.
- ✔ Review insurance valuation and provide a copy to the Committee.

## Strata Manager & Broker

### Other

- ✔ Maintain a register of Insurance claims and maintain insurance documents on client records.

## Strata Manager

### Other

- ✔ Make insurance documents available for interested parties to inspect.
- ✔ Provide Certificate of Currency for Insurance, when requested.

