

# Post-loss damage assessment and business recovery management: Hawaii wildfires



The wildfires that devastated Western Maui, and that have burned across several Hawaiian islands, have destroyed thousands of homes and public and commercial structures and have caused dozens of injuries and tragically deaths. While the full economic impact is not known, it is expected to total in the billions of dollars given the extent of the damage and the region's heavy reliance on hospitality and tourism.

As the Maui and larger Hawaiian community continues to manage through the overwhelming impacts of this disaster, companies and public entities are also assessing business recovery and restoration. Given the potential business interruption and loss of attraction issues being faced in the region, actions taken at an early stage can be essential to an organization's finances, operations, and overall success.

Our Claims Solutions' Forensic Accounting and Claims Services specialists can help your organization — no matter the industry — work through the vast number of claims-related issues that may follow a wildfire. Our team can respond almost anywhere in the world within 48 hours of a loss event to provide you with proactive, on-the-ground support to help manage the crisis.

After major wildfires like those in California, Tennessee, and Fort McMurray (Canada), our consultants prepared hundreds of complex claims for clients totaling multi-billions of dollars. We provided the claims leadership and other resources to help these clients mitigate losses, focus on employees and community, and achieve a timely recovery and return to business. Similarly, in the wake of the devastation in Maui and the ongoing Hawaiian wildfires, we can help you meet your post-loss recovery objectives.

## Catastrophic event insurance claims

Wildfires can have far reaching implications if you operate or do business in an affected region, whether physically located there or reliant on a supplier of inputs, goods, or services. We can help you manage your insurance claims and coordinate with your insurance broker's advocacy team, allowing you to focus on running your business and assisting your people. Our services include post-event loss analysis of:

- Property damage
- Extra expense
- Business interruption
- Contingent business interruption
- Service interruption
- Supply chain disruption

Along with first party claims, our team of specialists can assist you with third party insurance recoveries. These damages may be included in a claim presented to a party that experienced business interruption as a result of the wildfires or could be a fire-related contingent business interruption (CBI) claim that you present to your insurer.

We can also support public entities' and private non-profit organizations' management and calculation of insurance and FEMA claims. FEMA has declared the Maui fire a major disaster (DR-4724-HI) due to the widespread destruction. FEMA is still assessing the categories of eligible work, but some recovery will be available for affected state, local, tribal, and territorial (SLTT) governments, and certain types of private non-profit (PNP) organizations in the impacted areas. With our years of experience in public sector claims, we can help you identify and address your insurance and FEMA claim requirements, which can assist with maximizing your potential recovery and allow you to focus on your public duties and a return to business as usual.

Our online claims tool, FACScconnect, can help expedite the claims process as it allows you to more easily share information, manage documents from start to finish, and review and provide comments. This tool enables you to simultaneously share information with Marsh, insurers, adjusters, and more. FACScconnect is highly customizable and allows you to set access privileges per user.

## Claims project management and claims engineering

Large casualty and property losses following a wildfire can be extremely complex from a data as well as a stakeholder standpoint. Complex management issues may exceed the scope of your resources and capabilities, particularly if the wildfire occurred in a location where you are not familiar with local regulations, procedures, and customs and there are property access issues.

Marsh claims project managers travel to loss sites worldwide quickly and assist in managing clients' claim processes with stakeholders, including home office and local personnel, repair contractors, and loss adjusters. They can provide timely claims process progress reports and identify critical claims issues to be resolved — potentially before they develop into challenges that could delay the recovery.

Additionally, Marsh claims engineers and other specialists can help establish the scope and values of property damage. These specialists can separate the wildfire damages from maintenance or related repair upgrades, which may or may not be insurance recoverable.

Our claims engineers work with you to help as you address issues such as code upgrades, changes in technologies, and actual versus hypothetical baseline schedule analysis, and to identify damage scope issues that may not be evident to your insurer or the adjustment team.

These efforts can help improve recovery efforts and reduce losses, allowing you to dedicate resources to the well-being of your employees and to resuming operations.

## WHO IT'S FOR

Any organization in any industry with:

- A loss following recent wildfires that is disrupting its business.
- Limited in-house or on-the-ground insurance claims expertise or resources.
- A need for timely and effective recovery from this catastrophic event.
- A rejected claim from an insurer.
- Eligibility for FEMA recovery, including public entities and private non-profits (PNPs).

## WHAT YOU GET

- Prompt support following a loss event.
- Highly qualified accounting professionals and claims consultants with extensive experience across geographies and industries.
- Effective management of even the most complex claims so that you can focus on your personnel and operations.
- Our proprietary technology for efficient and accurate tracking of claims, and streamlined communications between all parties involved in the recovery process.



## Forensic Accounting and Claims Services Practice personnel

Our team brings global insight to local challenges, using consistent protocols and practices for post-loss analysis, claims project management, and claims engineering. Our senior practitioners have spent an average of 25 years in forensic accounting and claims services, with extensive experience in insurance loss accounting, valuation, and insurance policy formats and requirements. Marsh clients also have access to Marsh's extensive capabilities in insurance policy coverage interpretation and claims advocacy.

Our reputation for integrity with insurers and familiarity with the adjustment process provide a distinct advantage to our clients in helping to reduce the time for receipt of settlement. The specialists in our practice have diverse backgrounds as:

- Certified public accountants/chartered accountants
- Forensic accountants/certified fraud examiners
- Professional engineers/forensic engineers
- Insurance claims specialists/former insurance adjusters

Marsh has helped clients recover from catastrophic events including:

- Wildfires in California, Tennessee, Canada, Australia, and Europe
- Hurricanes Ida, Laura, Sandy, Dorian, Florence, Harvey, Irma, and Maria
- Earthquakes in Chile, Indonesia, Haiti, Japan, Nepal, and China
- Flooding in Thailand, Australia, India, The Philippines, United States, and France

## About Marsh's Advisory Solutions

Marsh's Advisory Solutions team act as trusted advisors in the face of change, helping clients better anticipate future challenges and capitalize on opportunities with proactive risk advice that builds resilience and confidence. Our needs-based solutions—Consulting, Claims, and Analytics—provide leading risk expertise and advanced analytics based on unrivalled data, and our dynamic solutions fully adapt to your business goals. Our insights and advice can help lower cost of risk, improve performance, and implement new strategies, helping you keep ahead of risk. With a global team of around 2,100 colleagues operating in more than 40 countries, we service the vast majority of Fortune 500 companies and thousands of clients across every industry.

## About Marsh

Marsh is the world's leading insurance broker and risk advisor. With over 45,000 colleagues operating in 130 countries, Marsh serves commercial and individual clients with data-driven risk solutions and advisory services. Marsh is a business of Marsh McLennan (NYSE: MMC), the world's leading professional services firm in the areas of risk, strategy and people. With annual revenue over \$20 billion, Marsh McLennan helps clients navigate an increasingly dynamic and complex environment through four market-leading businesses: Marsh, Guy Carpenter, Mercer and Oliver Wyman. For more information, visit [marsh.com](https://www.marsh.com), and follow us on [LinkedIn](#) and [Twitter](#).

**For more information about how our Forensic Accounting and Claims Services Practice can help you, contact your local Marsh representative or visit [marsh.com](https://www.marsh.com).**

Marsh is a business of Marsh McLennan.

This document and any recommendations, analysis, or advice provided by Marsh (collectively, the "Marsh Analysis") are not intended to be taken as advice regarding any individual situation and should not be relied upon as such. The information contained herein is based on sources we believe reliable, but we make no representation or warranty as to its accuracy. Marsh shall have no obligation to update the Marsh Analysis and shall have no liability to you or any other party arising out of this publication or any matter contained herein. Any statements concerning actuarial, tax, accounting, or legal matters are based solely on our experience as insurance brokers and risk consultants and are not to be relied upon as actuarial, tax, accounting, or legal advice, for which you should consult your own professional advisors. Any modeling, analytics, or projections are subject to inherent uncertainty, and the Marsh Analysis could be materially affected if any underlying assumptions, conditions, information, or factors are inaccurate or incomplete or should change. Marsh makes no representation or warranty concerning the application of policy wording or the financial condition or solvency of insurers or reinsurers. Marsh makes no assurances regarding the availability, cost, or terms of insurance coverage. Although Marsh may provide advice and recommendations, all decisions regarding the amount, type or terms of coverage are the ultimate responsibility of the insurance purchaser, who must decide on the specific coverage that is appropriate to its particular circumstances and financial position.

1166 Avenue of the Americas, New York 10036

Copyright © 2023, Marsh LLC. All rights reserved. MA23-163307 101441