



Preparedness Tips from the Trenches

About United Policyholders

- 501(c)3 non profit organization
Tax ID # 94-3162024 (Platinum Guidestar Rating)
- A respected voice and a trusted information resource for consumers in all 50 states
- A 32 year track-record and subject matter expertise in insurance and disaster recovery
- Funded by donations and grants, not insurance companies
- A professional staff and a national volunteer corps with personal and/or professional expertise in insurance and disaster preparedness and recovery

UP's three programs and work in CO

Roadmap to Recovery[®]: *Helping people, communities and businesses navigate the insurance claim process after disasters and overcome challenges*

- 2021 Marshall Fire
- 2020 East Troublesome, Cameron Peak, Calwood, Lefthand Canyon
- 2013 Flooding
- 2013 Black Forest Fire
- 2012 Waldo Canyon Fire
- 2011 High Park / Woodland Heights Fire
- 2010 Fourmile Canyon Fire

Roadmap to Preparedness[®]: *Helping people understand the whys and hows of having adequate insurance, taking steps to reduce risk, inventory assets and be prepared*

- *Sharing lessons learned the hard way by disaster survivors*
- *2020 UASI Grant for preparedness in Colorado*
- *Disseminating tips and info online and at in-person preparedness events*

Advocacy and Action: *Protecting and defending insurance consumers rights in public policy and legal forums*

- *A voice for policyholders in media coverage of insurance issues (print, digital, TV)*
- *Filed numerous “friend of the court” briefs in Colorado insurance litigation matters*
- *Helped negotiate and enact 2013 Colorado Homeowners Insurance Reform Act*
- *Helped negotiate and enact HB22-1111 Insurance Coverage For Loss Declared Fire Disaster*
- *Helping negotiate HB23-1174*

Tips from the Trenches

- Insurance money -- not charitable or government aid -- is the #1 source of money that helps people rebuild and recover after a disaster.
- FEMA money is *needs-based* and the maximum grant is \$41k.
- SBA loans take time and have to be repaid.
- Charitable aid generally covers basic needs – not the cost of rebuilding a home.

What's the problem?

Coverage Problems















































Claim Problems



Navigating Insurance Claims

www.uphelp.org/MarshallFire

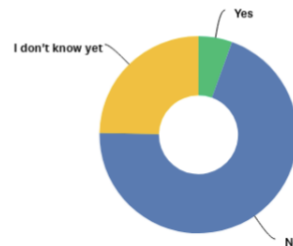
<p>Survivor to Survivor Forum</p> <p> Tuesday, March 1, 2022 7:00 p.m. PT / 8:00 p.m. MT</p> <p> Zoom</p> <p> All wildfire survivors</p> <p></p> <p>VIEW +</p>	<p>Taxing Matters for Wildfire-Impacted Households</p> <p> Wednesday, February 23, 2022 4:00 p.m. PT / 5:00 p.m. MT</p> <p> Zoom</p> <p> All 2020 and 2021 Wildfire Survivors</p> <p> </p> <p>VIEW +</p>	<p>Navigating Your Dwelling Claim</p> <p> Thursday, February 17, 2022 6:00 p.m. MT</p> <p> Zoom</p> <p> 2021 Marshall Fire survivors</p> <p> </p> <p>VIEW +</p>
<p>Survivor to Survivor Forum</p> <p> Tuesday, February 15, 2022 7:00 p.m. PT / 8:00 p.m. MT</p> <p> Zoom</p> <p> All wildfire survivors</p> <p></p> <p>VIEW +</p>	<p>How to Read and Understand Your Policy</p> <p> Wednesday, February 9, 2022 6:00 p.m. MT</p> <p> Zoom</p> <p> 2021 Marshall Fire survivors</p> <p> </p> <p>VIEW +</p>	<p>Roadmap to Recovery Q&A</p> <p> Wednesday, February 2, 2022 6:00 p.m. MT</p> <p> Zoom</p> <p> 2021 Marshall Fire survivors</p> <p> </p> <p>VIEW +</p>
<p>Survivor to Survivor Forum</p> <p> Tuesday, February 1, 2022 7:00 p.m. PT / 8:00 p.m. MT</p> <p> Zoom</p> <p> All wildfire survivors</p> <p></p> <p>VIEW +</p>	<p>Wildfire Recovery Insurance Orientation</p> <p> Thursday, January 27, 2022 6:00 pm MT</p> <p> Zoom</p> <p> 2021 Marshall Fire Survivors</p> <p> </p> <p>VIEW +</p>	<p>Boulder County Virtual Community Meeting</p> <p> Thursday, January 20, 2022 6:00 p.m. MT</p> <p> Zoom</p> <p> 2021 Marshall Fire Survivors</p> <p>   </p> <p>VIEW +</p>

2021 Colorado Wildfires Survey 6 Month Report

Underinsurance (Policy limits that are inadequate to cover actual losses):

- 68% of total loss survey respondents reported they **do not** have enough insurance to cover the cost of replacing or rebuilding their home.
- 6% of total loss survey respondents reported they have enough insurance to cover the cost of replacing or rebuilding their home.
- 26% of total loss survey respondents reported they **do not know** yet if they are underinsured.

Q12 Do you have enough insurance to cover the cost of repairing, replacing or rebuilding your home? (to meet current building codes)



www.uphelp.org/surveyresults

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Today's Homeowners Insurance Marketplace

- Home insurance is getting more expensive and harder to find (“hard market”, insuretech, climate change)
- UP and our partners are helping consumers contend
- A good insurance agent has never been more valuable
- There is no insurer of last resort in Colorado
- Avoiding being underinsured remains very important
- 2/3 of homes are underinsured, most people never know b/c total losses are rare
- Basic policies exclude many risks and cap specific items. Add-ons are often a bargain

Preparedness Action Steps

- Contact your insurer or agent for an “Insurance Check UP”
 - Do you have the right kind and amount of insurance?
- Inventory your assets
- Digitize important documents and store offsite
- Take steps to reduce your risks
 - Harden your home
 - Create Defensible Space
 - Wildfire Partners

Preparedness Action Step: Create a Home Inventory



Preparedness Action Step: Store important documents offsite

- Insurance documents
- Home Inventory
- Wills/Trusts
- Driver's License
- Medical Insurance card
- Birth and Marriage Certificates
- Power of Attorney forms
- House Deeds
- Passports
- Prescriptions
- Medical and Personal
Emergency Contact List
- Pet records



*Make a Plan for Photos and
Important Memorabilia*

Sample Declarations Page

% Deductible Wind & Hail - \$ Deductible Other Perils

SECTION I - COVERAGES AND AMOUNTS OF INSURANCE

COVERAGE A - DWELLING PROTECTION	\$385,000	←
COVERAGE B - OTHER STRUCTURES PROTECTION	\$38,500	←
COVERAGE C - PERSONAL PROPERTY PROTECTION	\$288,750	←
COVERAGE D - LOSS OF USE PROTECTION (UP TO 12 MONTHS)	UNLIMITED	←

SECTION II - COVERAGES AND LIMITS OF LIABILITY

Personal Liability – Each Occurrence	\$300,000
Medical Payments to Others	\$5,000

DEDUCTIBLES (Applies to SECTION I Coverages ONLY)

We cover only that part of the loss over the deductible stated.

WIND AND HAIL	\$3,850	(1%)
ALL OTHER PERILS	\$1,000	

YOUR PREMIUM HAS BEEN REDUCED BY THE FOLLOWING CREDITS AND DISCOUNTS:

AUTO AND HOME COMBINATION DISCOUNT	\$136.49 CR
MULTI-PRODUCT DISCOUNT OTHER P&C	\$54.83 CR
Umbrella	
VPP	
MULTI-PRODUCT DISCOUNT BANK	\$26.86 CR
LOYALTY DISCOUNT	\$40.70 CR
CLAIMS FREE DISCOUNT	\$146.22 CR
INSURANCE-TO-VALUE DISCOUNT	\$68.23 CR
HOME AGE DISCOUNT	\$816.54 CR
ROOF AGE DISCOUNT	\$133.43 CR
IMPACT RESISTANT ROOF DISCOUNT CLASS 4	\$161.03 CR

Insurance Check UP

- Dust off your policy
- Check the details (square footage of living space)
- Check Your "Coverage A" Limit – cost to rebuild
- Detail your other structures
- Extended Replacement Coverage %
 - CO Law: you must be offered 20%
 - Ask for 50%
- Check Your ALE
 - Law: you must have been offered 24 months
- HOA? Send your HOA Master Policy to Your Agent

Coverages and Limits of Insurance : Insurance is provided for the following coverages only when a limit is shown. The limit of liability for this structure (Coverage A - Dwelling) is based on an estimate of the cost to rebuild your home, including an approximate cost for labor and materials in your area, and specific information that you have provided about your home.

Section I				Section II		
A	B	C	D	E	F	
Dwelling	Other Structures	Personal Property	Loss of Use	Personal Liability (Personal Injury & Property Damage)	Each Occurrence	Medical Payments to Others Each Person
\$ 300,200	\$ 30,100	\$ 225,200	\$ 120,100	\$ 1,000,000	\$ 1,000	Each Accident \$ 25,000

Section I Only:

Section II: Additional Residence Premises if any located (Number, Street, City, State)

This policy does not provide Earthquake Insurance.
This policy does not provide Flood Insurance.

Premiums
Basic Policy Premium Forms and Endorsements made part of this policy at time of issue. Homeowners Policy - Special form - \$1000 Deductible (HO-3). Name Change Endorsement (60 1000 12 13) Lender's Loss Payable Endorsement (438 BFUNS). Limited Home Replacement Cost Endorsement - 150% of Cov A (HO-28). Replacement value Endorsement Personal Property (HO-29). \$1000 Deductible (HO-60). Workers' Compensation & Employers' Liability - CA (HO-90). Private Residence Employees - Class 0910. Building Code Upgrade Limit - \$75,050.00
Total Policy Premium \$

Discounts/Benefits Applied: 10% Fire/Burglar Alarm; AAA Membership; Multi-Policy

TAKE NOTES,
FOLLOW UP IN WRITING,
MAKE YOUR INSURANCE GOALS
KNOWN

What Matters

- Adequate Dwelling Coverage (A)
- Extended Replacement Cost Coverage (%)
- Know Your Deductibles - \$ vs % or both
- Loss of Use / ALE (D) – dollar limit/ time limit/ both
- Replacement Cost over Actual Cash Value
- Increased Ordinance/Law or Building Code Upgrade
- Increased Limits on Sewer/Water Backup Endorsement
- Check for Sub-limits / schedule Valuables, Collections, Business Property
- Know Your Exclusions: flood, water, mold, pollutants, terrorism, EQ

Flood Insurance 101

- There is increased flood risk in wildfire-impacted areas
- You do not need to be in a “flood zone” to benefit from flood insurance – Between 2014 and 2018, > 40% of flood claims were outside high risk areas
- Flood risk info online: [FEMA Flood Map Service Center](#)
- Flood insurance may/may not be “required” by your lender – If you let it lapse, it can cost you much more
- Few private insurers not offer flood insurance - It is always available through NFIP online ([www.floodsmart.gov](#)) – 30 day waiting period

National Flood Insurance Program

“NFIP” [floodsmart.gov](https://www.floodsmart.gov)

- There is a 30 day waiting period before coverage kicks in
- Residential is limited to \$250,000 for the “dwelling”
- Contents are only covered under an additional, separate policy and limited to \$100,000 - excludes contents in basements
- Covers only losses directly caused by flooding - “an excess of water on land that is normally dry, affecting two or more acres or two or more properties” sometimes known as “rising water”
- Does not include Additional Living Expense coverage
- Private Flood Insurance options available

Renters Insurance Resources



What do you get when you buy a Renters Insurance policy?

Coverage for Personal Property ("your stuff"): Insurance to repair or replace your damaged or stolen furniture, clothing, and household items that belong to you. A typical renter's policy limits payments for business property, fine art, collections, jewelry and other specific items.

Loss of Use: Insurance to pay for hotel bills, a security deposit and additional rent if your home is damaged and you have to move into a more expensive apartment while it is being fixed. Some insurance companies pay for loss of use up to a set dollar amount. Others will cover you for a set amount of time for a living space similar to what you had, usually for a maximum of 12-24 months. We strongly recommend coverage for the longest maximum time you can afford, as it frequently takes longer to repair a damaged property than you think.

Liability Coverage: This protection pays for legal costs if someone claims you are responsible for damage or injuries. For example: Your crepes flambe experiment fails and you cause a cooking fire that damages a next door apartment, or you host a party and a guest slips in a spilled drink and fractures their skull. A minimum amount of this protection is included in a basic renters policy. We recommend buying extra liability protection. It's usually not expensive to add.

A typical renter's insurance policy covers

Coverage C (Personal Property)	An amount, designated by the insured, subject to a minimum as determined by your insurance company
Coverage D (Loss of Use)	20% of Coverage C
Coverage E (Personal Liability)	Generally subject to a minimum of \$100,000
Coverage F (Medical Payments to Others)	Generally subject to a minimum of \$1,000

CA Department of Insurance "Residential Insurance, Homeowners and Renters Guide," August 2008



How Deductibles Work

If you have a policy with a \$500 deductible and a robber steals \$2,000 worth of stuff, you can file a claim with your insurance company, and they will give you a check for \$1,500. (A \$2,000 loss minus the \$500 deductible equals \$1,500 claim payment.)

If you have a policy with a \$500 deductible and a robber steals \$400 worth of stuff, your insurance company will not pay you anything, because the loss is below your deductible. For a loss that is **below** your deductible, it is wise to pay for the damage yourself and not to file a claim with your insurance company. The more claims on your record (paid or unpaid), the more you pay for insurance.

Renters Insurance Comparison Shopping Guide



Compare at least three insurance companies	1	2	3
\$ _____ Personal Property Coverage (Ask for Replacement Cost)			
Loss of Use (How many months and dollar amount)			
Liability			
Deductible			
Limits on Specific Items (eg: computers, art, etc.)			
Premium			
Add Earthquake Insurance			
\$ _____ Personal Property Coverage			
\$ _____ Loss of Use			
Deductible			
Annual Premium with Earthquake Coverage			
Discounts?			
Non-Smoker			
Fire extinguishers in home			
Home security system			
Proximity to fire station			
Other discounts			

Rental Insurance Basics

Your Renters Insurance Policy:

- Has your name and address on it
- Covers the cost to clean or replace your belongings (what you would take with you if you moved)
- Coverage for additional expenses until you can relocate

Your Landlord's Insurance Policy:

- Covers the cost to “remediate” your home
- Covers the cost to repair or rebuild the structure

Insurance Shopping Help



Roadmap to Preparedness Program

Home Insurance Check UP

Here are questions to ask your agent to make sure your home insurance is up to date:

1. Will this policy be adequate if I have a total or large loss? Will it cover the cost of rebuilding my home to its pre-loss condition, including demolition, debris removal and replacement of the foundation and roof to current building code standards?
2. What causes of loss are not covered?
3. What discounts do you offer and how do I qualify for them?
4. What items are subject to limits or exclusions and for which of these limits or exclusions should I consider adding coverage?
5. How much can I save if I increase my deductible? Is there more than one deductible in the policy? Is the deductible waived if there is a large loss?
6. Is my Coverage C (Personal Property) for Replacement or Actual Cash Value? If replacement value is not included, what would it cost to add this coverage?
7. What are my options for insuring my home-based business property and operations?
8. Do I have enough coverage to replace my unique or special items such as electronics, piano, jewelry, fine art, oriental rugs, wine, collectibles, etc.?
9. For how long will my temporary rent and related expenses be covered while my home is being repaired or rebuilt after a loss? Is there a total dollar cap, monthly cap or time limit on this coverage? Do you offer a policy with two years of Additional Living Expense coverage?
10. If someone sues me, will my liability coverage pay for legal fees?
11. Is my Coverage E (Personal Liability) limit enough to protect my assets and future income? If not, what does umbrella coverage cost?
12. What if construction costs jump as they often do after disasters?
13. Will my insurance cover the cost to upgrade electrical, plumbing and other building codes upgrades if I have to make repairs or rebuild my home?
14. Are there limits in this policy on replacing property if there's a need to match or if damage is considered cosmetic only?

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www.uphelp.org/PREPARECO

WISE UP

The Savvy Consumer's Guide
to Buying Insurance

HOME, RENTAL, AUTO
& UMBRELLA EDITION



Amy R. Bach and John P. Sullivan

www.uphelp.org/wisep

Tips to save money

- Seek out a ***pro-active*** insurance agent/broker
- Do as much mitigation as you can
- Raise your deductible
 - While shopping ask for a quote with different levels of deductible: \$1,000, \$2,500, \$5,000
 - A higher deductible will reduce your premium and you will be less likely to file a small claim
- Reduce/eliminate buckets of coverage you can live without (High dollar limits on contents, Other Structures)

Dropped By Your Insurer?

Colorado law has only a few requirements and restrictions regarding non-renewals:

- A notice of non-renewal must explain the reasons and be provided at least 30 days prior to the expiration date of the policy
- The insurer must apply their rules consistently. That means they must impose the same brush clearance and other rules on you as they do on their other customers
- The insurer shall not refuse to renew an existing fire insurance policy for property that is within an area that has been declared a federally designated disaster area for any reason that is related to wildfire. As a condition of such renewal, an insurer may require a property owner to take reasonable actions to reduce the risk of fire to such property

Dropped By Your Insurer?

- “Dropped By Your Insurer” @ www.uphelp.org/droppedCO
- Don’t panic, start shopping
- Shop patiently through a reputable agent
- Compare options, keep good notes
- Contact the Division of Insurance for help www.dora.colorado.gov/insurance
- Avoid shopping just for the cheapest policy
- As a last resort, your mortgage company will buy a bare-bones and expensive “forced place” policy and add the cost to your mortgage

Thank You!



We've got your back when insurance matters

United Policyholders (UP) is a non-profit 501(c)(3) whose mission is to be a trustworthy and useful information resource and a respected voice for consumers of all types of insurance in all 50 states. We don't take money from insurance companies. We give you the straight scoop. Guide you on buying insurance and navigating claims. Fight for your rights.

DISASTER RECOVERY HELP >



NOV 10, 2022 – ACTIVE

2022 Tropical Storm Nicole – Insurance Claim and Recovery Help Library

Tropical Storm Nicole was a Category 1 storm that struck on November 10, 2022, roughly six weeks following Hurricane Ian. Nicole made landfall as a Category 1 Hurricane and weakened to a Tropical Storm as it moved through the Florida peninsula.



SEP 28, 2022 – ACTIVE

2022 Hurricane Ian – Insurance Claim and Recovery Help Library

Hurricane Ian made landfall as a Category 4 Hurricane and caused extensive damage in late September, 2022 in regions throughout Florida and neighboring states.



JUL 29, 2022 – ACTIVE

2022 California Wildfires – Insurance Claim and Recovery Help

This library will help those affected by the Alex, McKinney, Yeti, Mill, and Fairview fires.