

Cove Programs Claims



Collaboration / Accountability

Each Cove product has a slightly different claims process with many similarities. They all depend upon early notice, frequent communication and efficient decision-making ability.

Claims Philosophy

Resolving claims in a common-sense manner is at our foundation. Our programs are based upon avoiding, controlling and reducing the costs of resolving claims through the adversary process (whether it be with third parties or our own clients). We make every effort to preserve positive relationships with our clients.

We have created a very efficient claims process using best in class resources all working together. In addition, we create collaborative environments to discuss and strategize about claims without losing track of the client's ultimate accountability for the Self Insured Retention and Cove underwriters' responsibility under the insurance policies. Creating this environment takes quite a bit of communication and cooperation on selection of counsel, experts, and litigation strategy. Cove's team members are dedicated to the highest level of this communication and the dividends this process generates.

How does it work?

Each of Cove's underwriting partners appoint a claims administrator located in the US to receive, investigate, administer and adjust claims. The claims administrator acts like a carrier claims department and must comply with each state's fair claims regulations. These administrators are under direct contract with Cove's underwriting partners and are authorized to handle funds here in the US.

Although each Cove program has multiple participating insurance syndicates, the claims administrator only reports to the lead syndicate in London who are empowered to make claim decisions for the rest of the program/market. So, handling claims from a carrier perspective is as simple as investigating the claim and making a recommendation to the lead claims underwriter in London who will instruct the claims administrator. There are variations on this simplicity; but this is the basic method.

Cove Programs does not have specific claims authority to make decisions but has deep resources to ensure that claims are handled smoothly and intelligently with maximum appropriate input by the insured. We hold conference calls with all interested parties, help the insured administer claims under a Self Insured Retention, and add our experience in the claims discussions. Our Client Executives bring their experience to bear as well.

If there is any question regarding insurance coverage under the Cove policies or if there is a coverage dispute with a third party (another carrier or a separate contractor), the Lead Underwriter may appoint coverage counsel to advise them on insurance coverage issues. Coverage counsel is fully invested in the success and details of Cove insurance products and selected for their common-sense approach to determining coverage and complex claims.

Each insurance policy contains claims reporting information and details of who to contact in the event of a claim. While this is the official and very important part of the program, all members of Cove are available at any time to answer claims questions.



The Team

Cove's residential and commercial general liability program underwriters have appointed Network Adjusters. Network's construction headquarters are in Denver, Colorado. www.networkadjusters.com. The direct head of the claims program for Cove is Moira Malany (MMalany@networkadjusters.com) and the President of Network is J Mayer (JMayer@networkadjusters.com). Network will appoint one of their in-house expert adjusters as appropriate under each claims scenario.

Under Cove's Subcontractor Default Insurance program (SDI) underwriters have appointed Guardian Group as their claims administrator. Guardian is headquartered in Torrance, California, but has offices throughout the US. www.guardiangroup.com. Guardian has extensive experience in SDI and surety claims and has a full complement of expert adjusters to handle subcontractor defaults. The President of Guardian Group is Todd Bauer (Todd.Bauer@guardiangroup.com). Guardian will appoint an expert team for each Notice of Formal Subcontractor Default.

In addition to the Client Executive for each Cove account, the Cove US team includes George Dale (George.Dale@coveprograms.com), who directly assists claims of concern with Network and Guardian and coordinates collaborative conversations with all claims participants.

In addition, Cole Westerholm (Cole.Westerholm@coveprograms.com) helps the team and the insureds track expenditures under the Self Insured Retention. In London, in addition to the Underwriters, Cove has the resources of Matthew Lock (Matthew.Lock@bayriskservices.com) and Janet Edwards (janet.edwards@bayriskservices.com). Matt and Janet ensure that all claims expenditures and records are tracked by the market and help the carrier partners manage the information flow from Network and Guardian to the underwriters.

Cove's underwriting partners are all rated A.M. Best (A15). In addition, all Lloyd's of London syndicates are backed by the Lloyd's Central Fund which will provide additional assets in the rare event that a syndicate has insufficient funds to pay a valid claim. One of Cove's underwriting partners, Inter Hannover, is part of Hannover Re which carries a Bests' A+15 rating but is not part of the Lloyd's Central Fund. The Lloyd's Central Fund is unique in the Excess and Surplus insurance market. No other E&S market has a guarantee fund. (Only admitted carriers have limited guarantee funds in each state, usually to a certain dollar amount, such as \$500,000 in California.)

Our Promise

Claims are inevitable. Our mission is to provide policies that prevent litigation and reduce any friction from the process of resolving disputes. Cove has a robust infrastructure available 24 hours a day to not only triage claims but also stay directly involved until claims resolution. For further information, contact your Client Executive.



Contact Cove

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