Public Risk Innovation, Solutions, and Management (PRISM)
Property Claim Reporting Procedures

1. **Member** is responsible for reporting details of loss including the following items to Robert Frey and Diana Walizada at Alliant Insurance Services, Inc:

   **Alliant Insurance Services**
   100 Pine Street, 11th Floor, San Francisco, CA 94111-5101
   Phone: (415) 403-1400
   Fax: (415) 402-0773

   Robert Frey, Claims Manager
   Direct Line: (415) 403-1445
   Email: rfrey@alliant.com

   Diana Walizada, Claims Unit Manager
   Direct Line: (415) 403-1453
   Email: dwalizada@alliant.com

2. Reporting of Loss should include the following:

   - Date of the loss
   - Name of member and mailing address
   - Contact person(s) (for loss details) including full name, title, phone numbers, etc. and name of the risk manager who is to receive all correspondence and claim payment
   - Specific location of property damaged
   - Estimated amount of entire loss
   - Name of police or fire department that responded and the report number, if any
   - Description of the incident that caused the damage (fire, theft, water damage, & circumstances of loss etc.)
   - Mortgagee or Loss Payee name, address, and account number
   - Any additional information (Remember, it is the PRISM member’s loss to prove. Isolate all expenses including employee overtime.)

3. **Alliant** is responsible for:

   - Reporting loss to the following:
     - McLarens
     - Mike Pott, PRISM
     - AmWINS Insurance Services
     - RK Harrison Insurance Brokers Limited
     - Member’s Risk Manager or Primary Contact
   - Monitoring progress of claim to resolution
   - Providing expertise and assistance regarding coverage and the settlement process
   - Collaborating with member to manage the flow of information needed to prove the loss
• Providing “How to Handle a Large Loss” when applicable

4. **McLarens** is responsible for:

- Assigning adjuster to complete investigation
- Contacting member within 24 hours
- Providing assistance in securing vendors for: debris removal, site security, salvage, engineering and other needed resources
- Informing member and Alliant of claim status every 30-45 days
- Meeting with member, as needed, to establish financial and physical needs of the member and facilitate progress of the claim
- Making recommendations to member at time of claim settlement
- Submitting monthly claim payment and expense report to reinsurers
- Obtaining authorization from insurers to issue proof of loss on their behalf
- Obtaining signed and notarized proof of loss from member
- Making claim payment to member within 30 days of receipt of proof of loss statements
- Reimbursing member for loss adjustment expenses as follows:

<table>
<thead>
<tr>
<th>SIZE OF CLAIM</th>
<th>METHOD OF REIMBURSEMENT TO MEMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Under Deductible</td>
<td>Reimbursement not applicable – member to handle claim without reporting</td>
</tr>
<tr>
<td>Deductible to $100k</td>
<td>Reimbursement at claim closure</td>
</tr>
<tr>
<td>Over $100k</td>
<td>Partial reimbursement may be requested periodically</td>
</tr>
</tbody>
</table>

Settlement payment will be made either by check or wire transfer and will include a detailed statement indicating claims being reimbursed.

**McLarens**
180 Montgomery Street, Suite 2100, San Francisco, CA 94104-4429
Fax: (415) 392-0213
Emergency number: (415) 924-7022

Chris Stafford
Phone: (415) 228-6407
Email: chris.stafford@mclarens.com

Sandra Doig
1301 Dove Street, Ste 200
Newport Beach, CA 92660
Phone: (949) 757-1413
Email: sandra.doig@mclarens.com

Mike Allen
Phone: (415) 228-6405
Email: Mike.allen@mclarens.com
Emergency number: (415) 499-3445