

# Understanding the Claims Process Using Alacrity Services



## Event Occurs:

You discover a pipe has burst overnight releasing 500 gallons of water in the basement.



## Claim Submitted:

You immediately contact the Church Insurance Claims Department at (800) 223-5705\* to open your claim.



## Alacrity Contacted:

Church Insurance contacts Alacrity Services, a leading supplier of restoration and repair services.



## Contractor Assigned:

Alacrity contacts a certified contractor to meet with you to review the damage and prepare an estimate.



## Estimate Submitted:

Alacrity submits the estimate to Church Insurance Claims Department for approval.



## Work Authorized:

Once the estimate is approved the claim funds are sent to your Church or Diocese.



## Work Begins:

The contractor begins repairs to return your property to its pre-loss condition.



## Job Completed:

You sign the Certificate of Satisfaction once the job is completed.



## Paperwork Reviewed:

If needed, inspections are performed and the contractor is paid.



## Claim Closed:

Your claim is closed and you take solace in knowing that Church Insurance is always there for you.

*\*If it is a sensitive claim (misconduct matters, or severe injury) please contact Sam Carucci, Esq., Vice President, (800) 223-6602, ext. 1348, or Ken Miller, Claims Examiner, (800) 223-6602, ext. 1340.*

## About Alacrity Services

Time and again, clients have requested a more streamlined approach to claims. Working together with Alacrity Services, a market leader in property and casualty claims solutions, makes that possible. At the same time, claims are getting increasingly more complex. Alacrity Services has the expertise and experience to handle complex claims thoroughly and compassionately. It maintains a network of more than 2,000 contractors nationwide who process more than 100,000 jobs annually. Its certified contractors perform work in several trade designations:

| <b>General Contractors</b>  | <b>Specialty Contractors</b>   | <b>Mitigation</b>  | <b>Emergency Services</b>   |
|---|--|--|---|
| <ul style="list-style-type: none"><li>• Basic construction</li><li>• Large loss</li></ul> | <ul style="list-style-type: none"><li>• Flooring</li><li>• Drywall</li><li>• Painting</li><li>• HVAC</li><li>• Roofing</li></ul> | <ul style="list-style-type: none"><li>• Water</li><li>• Fire</li><li>• Biohazard</li></ul> | <ul style="list-style-type: none"><li>• Board-up windows/doors</li><li>• Roof tarps</li></ul> |

### Quality Assurances Throughout the Process

Throughout the process, Alacrity Services will work with you to ensure that you are satisfied with the work being done. Once construction is completed, through our Quality Assurance Program, there is a warranty on materials (1-year) and on the workmanship (5-year).

### Frequently Asked Questions

#### Questions What is Alacrity Services' role?

Alacrity Services helps manage repairs on covered insurance losses. They provide 24/7 dispatch of fully insured qualified vendors for emergency services, as well as fully insured qualified General Contractors to complete repairs.

*"I wish we had signed all our churches up with Church Insurance's Alacrity program prior to storm season as we definitely see the value post-disaster all around us. Now, our churches are on the front-end of getting repaired so we are better able to serve and minister to our storm impacted communities."*

Dwight Babcock  
Diocesan Administrator  
Diocese of the  
Central Gulf Coast

#### How will Alacrity Services work with Church Insurance's Claims Department?

The Church Insurance Claims Department is responsible for ensuring that claims are fully investigated and coverage is fully reviewed and analyzed. Alacrity Services will assist insureds in quickly recovering from unforeseen covered catastrophic property losses. Church Insurance's claims adjusters will remain the point of contact for resolution including applying deductibles and making payments.

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