

MONITOR ROCKRIMMON



PROJECT DESCRIPTION

Monitor Rockrimmon LLC. is a strip-style shopping center consisting of five buildings with varying roof materials located in the North of Colorado Springs, Colorado.

Key Takeaways

Property owners are almost always at a disadvantage without the proper knowledge and experience in dealing with insurance claims.

- Navigating an insurance claim can be a complex and tedious process.
- Proper investigation is critical to receive a fair and honest settlement.
- Persistence and patients by the client, the public adjuster, and other experts made this settlement possible.

Loss Details

The property was significantly impacted by a hailstorm on May 7th, 2015.

The property sustained damage to wood shake, asphalt, and modified roof systems, as well as to gutters, elevations and roof fixtures.

Upon further investigation it was found that leaks attributed to the storm were causing interior damages.

Business Challenges

The owner of the property lives in California and the property is located in Colorado Springs, Colorado.

C3 Group was tasked with allocating resources, ensuring the property manager was always able to address tenant concerns, and coordinating multiple inspections over the course of the claim. It was imperative to have as minimal of an impact as possible on the businesses residing at this location as possible.

Solutions

Communication and effective planning with both the insured and the carrier(s) resources was critical. Ensuring everyone remained up to speed and involved in the happenings of the claim resolution was the most important aspect of the process.

Providing proper resources was necessary, and in this case a competent appraiser was an integral piece of the puzzle.

Results

C3 Group was able to secure a final settlement of \$1,031,332.75 after the insured's carrier denied the claim for damage, then offered an insufficient \$121,972.99.

