

# Florida Hurricane Catastrophe Fund (FHCF) Loss Preparedness Exercise

**Updated May 15, 2017**

When a hurricane makes landfall in Florida, companies participating in the FHCF will need to report their FHCF covered losses to the FHCF using the Interim Loss Report (Form FHCF-L1A) and the Proof of Loss Report (Form FHCF-L1B). These reports must be filed through the FHCF On-line Claims System. During the 2004 and 2005 hurricane seasons, many companies experienced levels of loss that quickly triggered their FHCF coverage. While it is the FHCF's goal to issue reimbursements to a company as quickly as possible, your company must be prepared to file its loss reports through the On-line Claims System.

The FHCF has designed this exercise as a tool for your company to prepare for making FHCF loss report submissions through the On-line Claims System. As there were no hurricanes making landfall in Florida for the 2015 FHCF Contract Year, we have created a mock 2015 hurricane to enable your company to make a practice submission through the system (2017 FHCF forms and submission process essentially unchanged from those in place for 2015). Whether your company wants to only set up its On-line Claims account, or wants to submit clean practice data (provided herein), submit the practice data with errors, or create its own test data, the choice is yours depending on your company's preparedness goals.

If you have questions or encounter difficulties while registering in the On-line Claims System or during the course of making your mock submission, please send us an email at [FHCFAdministrator@paragon.aonbenfield.com](mailto:FHCFAdministrator@paragon.aonbenfield.com) or call us at 1-800-689-3863.

## **STEP 1**

If your company is already registered in the On-line Claims System, proceed to STEP 2. If your company is not yet registered, visit the On-line Claims Reporting System at [fhcf.paragon.aonbenfield.com/on-line-claims-reporting-system](http://fhcf.paragon.aonbenfield.com/on-line-claims-reporting-system) for registration information, which includes the [Registering for the FHCF On-line Claims System](#) video tutorial (6 minutes).

## **STEP 2**

Prior to entering your mock loss data, we also encourage you to view the [Submitting Loss Reports via the FHCF On-line Claims System](#) video tutorial (7 minutes).

## **STEP 3**

a) Review the mock data provided for Hurricane Preparedness (mock PCS Cat. No. 77, occurring July 1, 2015 – July 2, 2015). This [pipe delimited text file](#) contains five loss records for each of the five FHCF Types of Business (TOB):

- Commercial (code 1)
- Residential (code 2)
- Mobile Home (code 3)
- Tenants (code 4)
- Condominium Unit Owners (code 6)

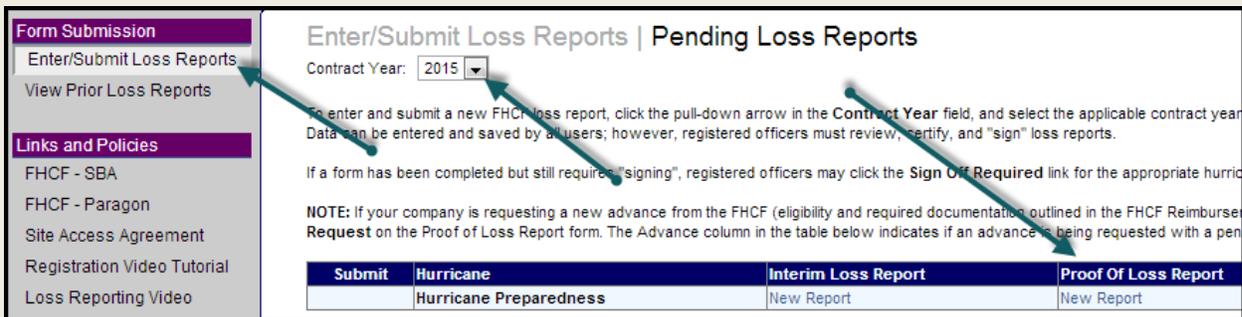
The file is in the format specified by the Contract Year 2015 [Detailed Claims Listing Instructions](#) (Form FHCF-DCL). You will be uploading this file with your mock Proof of Loss Report submission. For your convenience, we have also provided an [Excel version](#) of the file for editing. However, submissions must be pipe delimited text files. The Detailed Claims Listing Instructions provides details on when a DCL must accompany a Proof of Loss Report filing if a real event occurs.

- b) You may delete TOB claims from the DCL that are not applicable to your company's book of business, or use the entire file. Note that you will receive warning messages if your company did not have exposure in a particular TOB for Contract Year 2015. Save your DCL to your computer in a pipe delimited text file (you will need this file under STEP 4).
- c) Next, sum the paid and outstanding losses for each TOB for entry into the Proof of Loss Report form on-line.

**STEP 4**

Log into the On-line Claims System

- a) If you are registered for multiple companies in your NAIC group, select a company.
- b) Select *Enter/Submit Loss Reports* under Form Submission, select 2015 from the Contract Year drop-down box, and click on *New Report* under Proof of Loss Report.



- c) Enter a date in the *Losses as of Date* and the *Report Due Date* fields. You can use the current date for both, or if you contemplate additional testing, pick dates from a month ago.

Co.NAIC No. 11111
Losses as of <input type="text"/>
<i>(most current data available)</i>
Report Due Date <input type="text"/>

d) Enter the Paid Loss and Outstanding Loss numbers determined earlier under STEP 3 in the data entry fields (enter \$0 for IBNR).

SECTION F: ESTIMATED ULTIMATE NET LOSSES ON COVERED POLICIES			
	A. Paid Loss*	B. Outstanding Loss*	C. IBNR (unknown losses)*
Commercial - Residential	\$0.00	\$0.00	\$0.00
Residential	\$0.00	\$0.00	\$0.00
Mobile Home	\$0.00	\$0.00	\$0.00
Tenants	\$0.00	\$0.00	\$0.00
Condominium Unit Owners	\$0.00	\$0.00	\$0.00
Total	\$0.00	\$0.00	\$0.00

e) Upload the DCL by choosing the DCL file you saved, and then click "Save."

### Detailed Claims Listing File

Please load your Detailed Claims Listing (DCL) here, if applicable.

A DCL is required:

1. When the company submits its first Proof of Loss Report (POL) for a specific Covered Event;
2. Annually at each year-end until the earlier of completion of the FHCFC commutation process or other recoveries;
3. Upon notice of a loss reimbursement examination by the FHCFC;
4. Upon request of the FHCFC in support of any other filed POL; and
5. Upon request of the FHCFC in support of an Interim Loss Report (INL).

Note that upon saving, your file will be checked for formatting errors. If your file fails these checks, you will be notified.

File Upload :  Martin Test ...6082016.txt

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### Executive Officer Submission - Security Verification

Please answer the following question if signing the claim:

What is the name of your favorite pet?

The system will perform a few basic checks of the DCL against the data you have entered in the Proof of Loss Report form. If there is an inconsistency between the two, a message will be provided that the data is saved but not complete (see red text in the example below). Any inconsistencies must be resolved prior to your company being able to submit its loss data to the FHCF.

**Enter/Submit Loss Reports | Contract Year 2015 Proof Of Loss Report**  
**Claim data saved but not complete because of the following:**  
**Entered Paid Loss for Residential does not match the total from the Detailed Claims Listing of \$53,750.**

The system will also provide warnings of potential discrepancies. These are items that may or may not be in error. If you encounter a warning and determine the data you have entered/uploaded is in error, simply enter or upload corrected data. If the data is correct as originally entered/uploaded, the system requires that you enter a validation comment or upload supporting documentation, then click "Add."

**Enter/Submit Loss Reports | Contract Year 2015 Proof Of Loss Report**

The Claims System has detected a potential discrepancy with the loss information you have entered as summarized below. If you find an error, please correct the data in the field below, and add an attachment by clicking the Browse button, and then click the Add button. If you are including your explanation of reported losses."

Commercial-Residential Total is greater than Exposure of \$0.00.  
Residential Total is greater than Exposure of \$0.00.  
Mobile Home Total is greater than Exposure of \$0.00.  
Tenants Total is greater than Exposure of \$0.00.  
Condominium Unit Owners Total is greater than Exposure of \$0.00.

**Claim Validation Attachments and Comments**

Comments:

File:  No file chosen

The system will log your comment/upload as part of your pending submission.

f) Officer Certification. Once your Proof of Loss Report (along with any supporting comments and/or uploaded documents) is saved, it is ready for sign off from two officers of your company. The *Submit* check box will not be available until both officers have signed off on the pending submission.

Submit	Hurricane	Proof Of Loss Report	Officer 1 Sign-Off	Officer 2 Sign-Off
	Hurricane Preparedness	Edit Report 6/8/2016 X	Sign Off Required	Sign Off Required

If an officer performing a sign off is not the user who entered the data, he/she will log into the system under his/her own account and select *Enter/Submit Loss Reports* under the Form Submission menu and click on the Officer 1 Sign-Off or Officer 2 Sign-Off, as applicable.

Each officer will be able to review the entered Proof of Loss Report data as well as any entered comments and uploaded supporting documents, including the DCL. If he/she approves of the pending submission, he/she will enter one of his/her self-created security verification answers and click on the “Sign Off” button.

**Executive Officer Submission - Security Verification**

Please answer the following question if signing the claim:  
What is the name of your favorite pet?

The system will show that the first officer has performed his/her sign off, and that a second officer sign off is still required.

Submit	Hurricane	Proof Of Loss Report	Officer 1 Sign-Off	Officer 2 Sign-Off
	Hurricane Preparedness	Edit Report 6/8/2016 X	Kathy Mackenthun 6/8/2016	Sign Off Required

g) Submission. Once both officers have signed off on the pending submission, the *Submit* check box becomes active. Any registered user at your company can then click the *Submit* check box, add any other submission comment or attachments (e.g., a cover letter), and click the “Submit” button.

Submit	Hurricane	Proof Of Loss Report	Officer 1 Sign-Off	Officer 2 Sign-Off
<input type="checkbox"/>	Hurricane Preparedness	Edit Report 6/8/2016 ✕	Kathy Mackenthun 6/8/2016	Holly Bertagnolli 6/8/2016

**Submission Attachments and Comments**

Comments:

File:

h) Post-Submission. At this point, your mock submission is complete. All completed submissions are available to you by selecting *View Prior Loss Reports* under the Form Submission menu.

**Form Submission**

Enter/Submit Loss Reports

**Links and Policies**

FHCF - SBA

FHCF - Paragon

Site Access Agreement

Registration Video Tutorial

Loss Reporting Video

### View Prior Loss Reports

Contract Year:

[Redacted Content]

**Summary**      Hurricane Preparedness

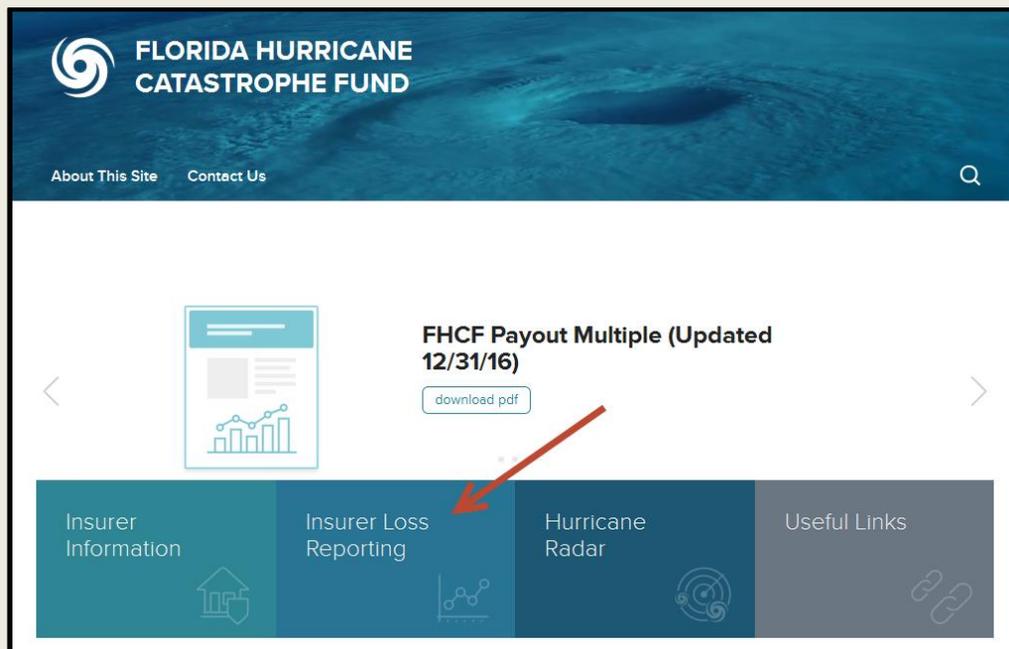
Received Date	Reimbursement	Advance Issued	Issue Date	ILR	POL	Supporting Documents	Control #
06/08/2016							2015-10186-00001
<b>Totals:</b>	\$0.00	\$0.00					

Congratulations! If you have reached this point, you have successfully completed a mock submission using the FHCF On-line Claims System.

This is, of course, only one aspect of your company’s preparedness. It is critical that your personnel have a full understanding of which losses are and are not reportable and know how to pull the necessary FHCF loss reporting information from your company’s systems. Several resources applicable to the 2017 FHCF Contract Year are available on our website [fhcf.paragon.aonbenfield.com](http://fhcf.paragon.aonbenfield.com), including:

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- [FHCF Reimbursement Contract](#) which includes Article V – Definitions, and Article VI – Coverage Exclusions
- [FHCF Data Call](#) which includes a list of exposures for which exposure is not reportable, but are covered (i.e., reportable) at the time of loss
- [Frequently Asked Questions](#) document
- [Insurer Loss Reporting](#) tile located on the Home page which includes extensive information pertaining to Loss Reporting Requirements and Instructions as shown below.



## 2017/2018 LOSS REPORTING

These documents are provided for informational purposes only. Although they are believed to be reliable, they are not guaranteed as to accuracy or completeness. The Florida Statutes, along with the Rules adopted by the State Board of Administration of Florida (SBA), are the authoritative source on all FHCF policies and requirements.

- [Loss Reporting Requirements & Instructions](#)
- [Loss Preparedness Program](#)
- [On-Line Claims Reporting System](#)
- [Loss Reporting Communications from the FHCF](#)
- [How Do I Prepare for a Loss Examination?](#)

## 2017/2018 LOSS EXAMINATION PREPARATION INSTRUCTIONS

Form FHCF-LAP1 outlines the instructions to help your company prepare for the FHCF's loss reimbursement examination.

[2017/2018 Loss Examination Preparation Instructions](#)

Last Update 2017/05/09 