



INSURANCE OFFICE OF AMERICA

REDUCING A NATIONAL GENERAL CONTRACTORS TOTAL COST OF RISK

THE VALUE OF A PROFESSIONAL

Client: National General Contractor located in Orange County, CA

AT A GLANCE:

- Employee Count – 250
- Annual Revenue \$75M
- Growing by over 25% annually

PAIN POINT:

Their outsourced CFO referred them to Jeff to review because they were having claims issues from rapid growth. Jeff identified gaps in their insurance coverage and contracts that they were unaware of. These gaps led to issues such as paying 130k out of pocket on a GL claim, 250k on a pollution claim and paying a 50k retention when on a 239k phishing claim. They also had a very high GL deductible that was reduced by over 60% and the rate was also reduced by 30%.

SERVICES PROVIDED OUTSIDE OF INSURANCE PLACEMENT:

- Training- onboarding, ongoing and disciplinary training.
- VIP Claims Service- The IOA team is in constant contact with you and the adjusters.
- IIPP - They received an evergreen IIPP that is 100% in compliance and automatically updated.
- Cyber Risk Assessment- Jeff has a partnership with a firm that provides these assessments for a discounted rate.
- Streamlined WC process to record, diagnose and report injuries . Reduces workers comp claims by 40% on average.
- Certificate of insurance tracking and Contract Reviews- An automated process to reduce the risk of claims from subs.
- Online access to issue COI's 24/7 and they can now issue their own COI's.
- Online claims tracking portal. 24/7 claims access to close out claims quickly and 2 claims advocates to monitor claims. Sub Contract reviews by a legal team and our expert review team. They added coverage requirements that were missing and updated the indemnity agreement.
- Education about Captives and additional resources to drive insurance costs down by up to 60%.

RISK TRANSFER:

- Labor law posters: Evergreen Service follows compliance and provided them for employees working from home.
- Added 3 new policies to cover exposures from claims that were not covered on their current program.
- Added requirements to their subs contracts on a tiered basis. This included adding an installation floater, professional liability and pollution coverage.
- Jeff got their biggest pain covered when their current agent said it was uninsurable. One simple review uncovered numerous gaps in their insurance and risk management program.



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IOA Risk Manager of the Year

