

ALABAMA INSURANCE DISASTER RESPONSE PLAN

ALABAMA STATE DISASTER COALITION

FOR INSURANCE & EMERGENCY MANAGEMENT LEADERS

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SECTION I - DISASTER COALITION

MISSION

The Mission of the Alabama Disaster Coalition is to maintain a viable disaster response plan that ensures a public-private partnership is always prepared to work together in the aftermath of a disaster. The Coalition exists because of the high level of support it receives from state government leaders and insurance industry leaders.

Long-term support is provided by the Governor, the Director of the Alabama Emergency Management Agency, the Commissioner of the Alabama Department of Insurance and the Institute for Business and Home Safety through its Response and Recovery Committee.

CONCEPT OF OPERATIONS

The Coalition seeks to eliminate barriers to serving victims and communities – before, during and after disasters strike.

The Coalition has developed a critical communications network within the insurance industry that is inclusive, timely and accurate. Protecting privacy of citizens and insurers is at the core of the mission.

The Coalition's leadership is a shared responsibility. Our actions and attitudes exhibit a strong commitment and shared accountability for the welfare of Alabama citizens.

The Coalition will share and facilitate timely, post-event loss information, as well as communications, technology and other resources that will benefit the disaster response and recovery process.

By definition, the Coalition is perpetual. It holds regular meetings to explore new ways to improve its performance.

POST-DISASTER DATA/INFORMATION

The Alabama Department of Insurance (AL DOI) acknowledges that many unique disaster exposures exist in the State of Alabama. It is the duty of the AL DOI to notify industry liaisons when the Alabama Disaster Coalition Plan has been activated. Insurers may be asked in the ensuing days following a disaster to provide:

Coverage Data and Loss Statistics

Insurance Company Disaster Liaisons are required to provide specific statistics from each licensed insurer. These statistics will be updated periodically. Individual data reports will be held confidential and consolidated by the AL DOI.

The following information may be required:

1. P&C insurance data (Excluding auto) - to include total number of losses reported and total losses paid and/or reserved.
2. Automobile data - to include total number of losses reported and total losses paid and/or reserved.
3. National Flood Insurance Program - to include total number of losses reported and total losses paid and/or reserved.
4. The ALDOI may require a Claims Processing Plan be presented by individual insurance companies that will state how the company plans to handle a large volume of claims in a short period of time, for instance, will the company "import" claim representatives and adjusters from other areas. How many adjusters will be handling what workload.
5. The AL DOI may request policy count information by county or territory from insurance companies as needed.
6. The AL DOI, upon request, may require submission of Detailed Claim Reports as required by the Commissioner of Insurance.

DATA CONFIDENTIALITY/COORDINATION

Reports and statistics will be compiled and summarized by Insurance Department personnel for internal department use. Those reports would be submitted to the Alabama Emergency Management Agency (AEMA) and the Governor on an aggregate basis.

No individual company information will be identified in reports. Insurance Department personnel will be advised by Department management that all such information provided by publicly traded insurers must be kept strictly confidential; such information may be material, non-public information; and trading in securities on the basis of material, non-public information is prohibited under federal securities law.

ACCESS TO DISASTER AREAS & INSURANCE PERSONNEL IDENTIFICATION

In coordination with state and local authorities, the AL DOI issues "Disaster Emergency Adjuster Passes" and "Disaster Emergency Adjuster **Access**

Passes” bi-annually. These passes will expedite access to areas that have experienced severe damage resulting from a disaster. Local authorities will determine when impacted areas are reasonably safe for non-emergency personnel to enter.

Once the determination has been made, local officials will notify the AEMA. The AL DOI representative stationed at the AEMA will have this information immediately placed on the AL DOI website (www.aldoi.gov). This information will also be available by calling the AL DOI at (334) 269-3550 or 1-800-433-3966 (in-state only).

“Disaster Emergency Adjuster Passes” authorize adjusters to enter areas affected by the disaster, while “Disaster Emergency Adjuster Access Passes” authorize adjusters access to areas restricted by law enforcement. To gain entry to any area, all adjusters presenting themselves at a checkpoint must clearly display a current emergency adjuster pass in conjunction with the appropriate company identification. Until local officials have determined it reasonable safe for non-emergency personnel, no one will be allowed to enter the area, even with proper identification.

Only insurance adjusters with assigned insurance company business are eligible to receive Emergency Adjuster Passes. The passes are the property of the Alabama Department of Insurance and unauthorized use may result in the revocation of a company or organization's use of the passes.

The Department recommends that educational memorandums be sent to adjusters regarding the use of passes before being deployed to catastrophic areas.

The receiving organization is responsible for establishing and maintaining a record outlining the adjuster name and corresponding access pass number. This information is to be forwarded to the AL DOI via facsimile to (334) 240-3282 or by e-mail to ProducerLicensing@insurance.alabama.gov. The AL DOI will maintain a record of the number series of the access passes assigned to each company along with company assignments of passes by number and individual.

Passes issued will be available on December 1 of odd numbered years and will remain in force for two years. Distribution is limited and will be subject to the discretion of the AL DOI. In the event of a major catastrophic event, the AL DOI may distribute additional passes at a staging site in the area of the catastrophe. At the time of the Disaster, the location of the staging site will be shown on home page of the DOI Website. [Registered Emergency Adjusters](#) can obtain passes at the staging site with proper identification.

EMERGENCY ADJUSTERS OPERATING IN ALABAMA

[Alabama Insurance Code](#) 27-9-4 allows for an adjuster not licensed in Alabama to operate for a temporary period in Alabama under emergency circumstances to help expedite the settlement of claims.

Insurance Companies utilizing Emergency Adjusters must complete an [Application for Emergency Adjuster Form](#) prior to those adjusters operating in Alabama.

Accurate, timely and consistent information is of critical importance to the AEMA during disasters. To ensure that insurance industry information is readily available during disasters, the AL DOI requests the following information be provided by insurers to **Antwionne Dunklin at P.O. Box 303351, Montgomery, AL 36130 or Antwionne.Dunklin@insurance.alabama.gov or 334-240-3282 (fax)** by December 1 of each year:

1. Insurance Company Disaster Liaisons – Each licensed property/casualty and commercial insurer shall provide to the AL DOI the name and contact information of a designated disaster liaison, and alternative liaison. Contact information should include name, title, work and cell phone numbers, e-mail addresses and after hours contact information. *This information should only be submitted if different than the Disaster Liaison. Any change in this information should be reported immediately to the DOI.*
2. Insurance Team Catastrophe Leaders – Each licensed property/casualty and commercial insurer shall provide to the AL DOI the name and contact information for the person designated to coordinate catastrophe response activities in the State of Alabama, including their alternative personnel. Contact information should include name, title, work and cell phone numbers, e-mail addresses and after hours contact information. *This information should only be submitted if different than the Disaster Liaison. Any change in this information should be reported immediately to the DOI.*
3. Your requested number of Access Passes with a brief overview justifying your request. This information will only be required on odd numbered years.
4. Insurance Claim Reporting Phone Numbers – Please list a number/numbers that the DOI can post on the ALDOI website available to Consumers to make claims and to reach claims

support personnel in times of catastrophic loss. Please keep current with the DOI as the post claim settlements continue.

SECTION II – ALERT ROSTER

ALERT ROSTER

The purpose of the Alert Roster is to enable the Coalition to quickly convene emergency communications and to reach decision makers, liaisons and other key personnel at any time. The roster is confidential and should not be shared beyond "need to know" personnel as it contains home telephone numbers for Coalition participants. It is maintained long-term by the Coalition Team Administrator. The roster also includes:

INFORMATION SOURCES

- AL DOI Central Switchboard phone number
- AL DOI Web Site
- AEMA Switchboard
- AEMA Web Site
- Other Coalition-related numbers
- National Weather Service website
- FEMA website
- National Hurricane Center website
- Etc.

SECTION III - POST-EVENT DISASTER RESPONSE TEAMS & LEADERSHIP

INDUSTRY DISASTER LIAISONS

All Insurers have been asked to designate "Insurance Disaster Liaisons" whose skills, roles and duties in the aftermath of a disaster may include:

- Liaisons must have a qualified, knowledgeable and named alternate. Both will preferably be a member of the insurer's catastrophe team, or a manager-level employee who is familiar with company protocols and have access to critical people and information.
- Liaisons from industry trade organizations will be accountable for relaying data and information between their industry constituents, the IEOC Team, and the AL DOI.
- Authorized and knowledgeable in company internal information systems and sources, and authorized to access such systems so that applicable,

timely information can be provided to the AEMA and/or other governmental entities via the AL DOI.

INSURANCE DISASTER RESPONSE TEAM

The Insurance Commissioner may ask five or more insurers (personal lines and/or commercial lines, as implicated by the nature of the disaster) and leading trade organization representatives to send their lead Disaster Liaison to the IEOC. Trade Association participation at the IEOC would be optional, based on space availability and nature of the disaster. Those individuals may remain at the IEOC for a period of days, or possibly longer.

Together they will form an ad hoc government-industry "Disaster Coalition Response Team" under the leadership of the Commissioner, the Industry Disaster Coordinator, and the Insurance Department Coordinator (the latter are described below).

Response Team members' skills, roles and duties include:

- Work as a team to solve industry-wide problems to improve the ability of the industry to quickly establish their field operations and services, so that Alabama citizens impacted by the disaster can receive emergency funds quickly, and the speed of the recovery process is improved overall.
- Act as a key communicator and clearinghouse for information between the IEOC, the Commissioner, field insurance catastrophe teams, and their company headquarters.
- Facilitate intra-industry emergency communications.
- Receive and relay reports of problems from the field, and work in tandem with other team members to develop and execute solutions to those problems.
- Must have necessary laptop computers, cellular telephones, appropriate work clothes, and other office and personal supplies as indicated by the situation at hand.
- Must be experienced and self-sufficient travelers.
- AL DOI will provide adequate support and/or set-up personnel to quickly activate IEOC operations, and support its administrative and operational needs as long as the Commissioner deems necessary. These AL DOI personnel include secretaries, IT professionals, telecommunication specialists, building and procurement specialists, and other personnel as indicated by the event.
- The Commissioner will also make available on an ad hoc basis senior members of his/her staff to develop and implement solutions to industry-wide problems in tandem with the Disaster Response Team, including but not limited to Frauds Bureau, Licensing, Communications, IT, Human Resources.

The Commissioner of Insurance may request assistance from other states for adequate staff to handle consumer complaint issues post Disaster. This request is at the discretion of the Commissioner depending on the magnitude of the Disaster.

INDUSTRY COORDINATOR / IEOC TEAM LEADER

An individual who can represent the insurance industry at large during a disaster will be designated by the AL DOI and shown in the Coalition Alert Roster. This person's primary role is:

1. Enable the response capabilities of insurance catastrophe teams.
2. Provide crisis communication support to the industry on behalf of the Disaster Coalition and Insurance Commissioner.

This individual will produce intra-industry emergency communications; co-lead the IEOC Disaster Response Team; and provide counsel and coordination on behalf of the AL DOI and Coalition. That person's specialized roles, skills and duties are generally as follows:

- Understands general operations, strategies and challenges of insurance industry catastrophe response teams.
- Understands insurance industry issues, business models and participants.
- Can develop and execute large-scale, complex communications strategies to reach targeted audiences fast, accurately and efficiently despite possibly adverse conditions through the use of various communication tools and techniques including written and verbal communications, mass email and web-based communications, teleconference facilitation and leadership, speech writing and/or message point development for other key communicators.
- A mature, discreet individual with leadership abilities who operates well in a high-stress, fast-paced team environment.
- Collaborates with, directs and/or supports communication efforts of other key communicators, such as webmasters, the Insurance Information Institute, and insurer and government information officers.
- Acts as co-leader of a Coalition Disaster Response Team in concert with leaders of the AL DOI and AEMA. May be required to travel immediately to a state's AL DOI headquarters, or to the designated site of an IEOC.
- Equipped with disaster-appropriate clothing and equipment.
- Understands and implements measurement controls to determine impact of efforts; adjusts strategies as indicated by measurement results.
- Seeks reasonable opportunities to leverage resources to improve services to disaster victims.
- Remains at IEOC until initial phase of crisis has passed and Disaster Response Team is disbanded. Continues to serve as industry consultant

for as long as needed, and may remain on site as requested by the Insurance Commissioner or Superintendent.

- Provides for a smooth transition of industry communications to established communication systems and personnel.
- Participates in post-event debriefing pursuant to improving the effectiveness of the State Disaster Coalition Plan.
- Understands and utilizes stress management techniques personally and on behalf of the Disaster Response Team.

INSURANCE DEPARTMENT COORDINATOR / IEOC TEAM LEADER

The Insurance Department Coordinator also acts as a pivotal leader for the Disaster Response Team. This is typically a high-level staff member, who is temporarily domiciled in the IEOC with other team members. Like the aforementioned co-leader, this person's primary role is:

1. Enable the response capabilities of insurance catastrophe teams.
2. Provide crisis communication support to the industry on behalf of the Disaster Coalition and Insurance Commissioner.

Specific skills and duties are generally as follows:

- Coordinates the IEOC Disaster Response Team and Commissioner's office support staff.
- Serves as primary liaison to the AL DOI.
- Coordinates media/external communication requests with CIOs of the AL DOI, AEMA, and/or Insurers.
- Has access to decision-makers within the Department, including the Commissioner and Deputy Commissioner.
- Has management decision making authority.
- Has extensive knowledge of property insurance coverage, the claims process, and the operations of the Insurance Commissioner's Office.
- Engages other members of the Commissioner's staff for special projects, in consultation with the Team.
- Establishes an e-mail database with the AL DOI to identify those insurance companies writing the respective coverages affected by different disasters. This will aid in the initial communication with insurance catastrophe response teams to coordinate disaster activities.
- Acts as a central point of contact for all insurers not represented by members of the IEOC Disaster Response Team, for the purpose of gathering regular data reports concerning claims payments, customers impacted, and critical industry information.

FIELD SURVEY PLAN & TEAM

Objective

Insurance companies will assist the AL DOI by conducting surveys and determining the magnitude of a disaster - to include both insured and uninsured losses - and to report that information confidentially to both the Governor and insurance community through the Alabama Disaster Coalition.

The Disaster Survey Plan involves many key organizations in order to achieve its objective. An active roster of company personnel is maintained by the AL DOI and is updated as to responsible and involved individuals and organizations.

Index for Survey Plan Issues

1. ADAT (Alabama Disaster Assessment Teams)
2. Training requirements and responsibilities
3. Reporting standards and procedures

1. Roster for Field Survey Process

AL DOI Personnel

AEMA

National Weather Service

Red Cross

P&C Carriers/Personnel

1 _____

2 _____

3 _____

Commercial Carrier/Personnel

1 _____

2. Training Requirements and Responsibilities

The AL DOI, with assistance from the AEMA, is responsible for training procedures for the Disaster Assessment Team.

Responsibilities

The AL DOI chairs the Alabama Disaster Coalition and drives the activities of this coalition. The AL DOI will assign responsibilities to members in order to achieve the objectives of the Coalition on behalf of the citizens of the State of Alabama.

3. Reporting Standards and Procedures

The deployment of the Alabama Disaster Assessment Team (ADAT) will be initiated by the AL DOI in order to formulate two (2) reports:

1. Immediate report with a broad estimate of damages.
2. Detailed report to be submitted every 30-60 days.

The reporting format goal is to describe the event, i.e. Minimal, Moderate, Mid-Range or Catastrophic. Specific dollar estimates will be avoided. The ADAT will report damages utilizing:

- < \$100 million
- \$100 to 250 million
- \$250 - 500 million
- > \$500 million

ADAT reporting will include damages resulting from:

- Storm Surge
- Flooding, not Storm Surge related
- Wind

Emphasis will be on geographic areas outlining major damage locations. AL DOI will coordinate training of selected representatives from designated P&C carriers for aerial survey of damaged areas.

ADAT findings will be reported by:

Major Damage Areas
Communities involved
% of structures damaged

Structures demolished (Estimate)

Moderate Damage Areas
Communities involved
% of structures damaged

Light Damaged Areas
Communities involved
% of structures damaged

Flooded Areas

Surge Related

Natural Flooding

Other Significant Findings

Geographic Issues

Road and infrastructure issues

The AL DOI will release this report to Alabama Disaster Coalition Members. AEMA will consolidate this information along with other internal information to address uninsured issues and other governmental issues.

Reporting Format

Counties Involved (Attach Maps) _____

Event Impact by County (Minimal, Moderate, Mid-Range and Catastrophic)

Total Dollar Estimate (Structural and Personal Property Losses)

_____ < \$100 Million

- _____ \$100 - 250 Million
- _____ \$250 - 500 Million
- _____ > \$500 Million

Geographic Impact (Utilize County Maps)

a. Major Damage Areas - Shaded Red

- 1. List Communities Involved _____
- 2. % of Structures Damaged _____
- 3. Structures Demolished _____

b. Moderate Damage Areas - Shaded Yellow

- 1. List Communities Involved _____
- 2. % Of Structures Damaged _____

c. Light Damage Areas - Shaded Green

- 1. List Communities Involved _____
- 2. % Of Structures Damaged _____

d. Flooded Areas - Shaded Blue

- 1. Surge Related _____
- 2. Natural Flooding _____

Other Significant Findings

- 1. Geographic Issues (Note on Map)
- 2. Road and Infrastructure Issues (Note on Map)

General Comments

Submitted by _____ Date _____

SECTION IV - INSURANCE EMERGENCY OPERATION CENTER (IEOC)

OBJECTIVE

Prepare an Insurance Emergency Operation Center (IEOC) and back-up facility to temporarily house a Disaster Coalition Response Team, consisting of AL DOI staff and Insurance Industry Liaisons, for activation in the case of a catastrophic disaster.

PURPOSE OF THE IEOC

The Center will operate in a designated location within the AL DOI's office and house a cross-functional insurance team convened by the Commissioner (and pre-determined by the Alabama State Disaster Coalition Plan) immediately following a catastrophic disaster to enable communications and overall operations of the industry.

Every effort should be made to have the IEOC operated by local personnel; however, in the event staff is required from outside the Montgomery area, the participating carrier will pay travel expenses of their personnel.

AL DOI will minimize the period of time the IEOC is in operation based on need and availability of staffing.

The companies that provide personnel to participate at the IEOC will pay housing, meal and travel expenses of their representatives.

The IEOC will not adjust nor make commitments to policyholders for payment of repairs or expenses of claims but will refer all questions to the respective insurance carriers or divisions within the Insurance Department.

IEOC SERVICES

The IEOC Disaster Response Team will:

- Provide damage evaluation reports in the days immediately following the disaster to the AL DOI based on insurance company analysis and input from other authorities and disaster assessment review teams.
- The contact list developed by AL DOI of industry liaison personnel will be polled to determine this information.
- Maintain a list with telephone numbers for insurance field adjusting offices for AL DOI use and referrals by AL DOI to the Center.
- Develop reports and actions for insurance companies that will aid in the establishment of emergency operations enhancing their ability to expedite the claims process.

- Will serve as a clearinghouse for emergency actions, instructions, and information to and from the greater insurance community and the local and state emergency management community.
- Be a problem-solving group on behalf of victims and insurers, taking proactive steps to identify barriers and problems to providing disaster services; to provide expeditious claims payments, and to implement immediate actions/solutions.
- Facilitate emergency communications in the initial disaster stage to the insurance community.
- Make public service radio announcements of the DOI 1-800 access number to be broadcast as needed.

ACTIVATION OF THE IEOC

The Center will be activated only as a result of a catastrophic event, whether natural or man-made, which the Commissioner or his designated representative determines would warrant its activation.

Activation levels are commensurate with those of the AEMA referenced in this document.

IEOC hours of operation shall be 7:00 a.m. to 6:00 p.m. daily, for such time periods as necessary to assist with the effective management of the disaster; depending on the magnitude of the disaster this may be a seven-day a week commitment. Flexibility in operation hours may be considered if deemed necessary by the Commissioner or Deputy Commissioner.

Following initial stages of the catastrophe response effort, hours of operation will be adjusted according to need.

IEOC SPECIFICATIONS

- The IEOC location is currently wired for a minimum of five Internet lines and five land telephone lines with long distance capabilities. Line service activation should be held to a minimum, so as not to incur an unnecessary expense by the AL DOI.
- A designated telephone number has already been established so companies can initiate contact and obtain initial information from the IEOC and AL DOI; once the caller connects with this number, they would then be referred to a telephone communication system dedicated specifically for the IEOC when activated.
- There is a section on the AL DOI Website with a specific e-mail address (INSDEPT@insurance.state.al.us) for insurers to send disaster-related information (e.g., field office locations; contact personnel, claims reports

received and paid losses, etc.) accessible by a Department employee or an alternative AID employee designated as a back-up. In the aftermath of disasters, this mailbox will be monitored seven (7) days a week. This Department employee will acknowledge receipt of these electronic communications and forward the information to the appropriate recipients for processing. This could include communications with IEOC Team Leaders prior to the activation of the center contingent on the level of damage warranting possible commencement.

- Desks or tables and chairs, adequate electrical sources, office supplies, fax machines, telephones and other items/equipment necessary to complete the duties and work assignments will be provided by AL DOI to the IEOC Disaster Response Team.
- If the IEOC is activated at the AL DOI building in Montgomery, building access credentials have been committed to the Team; Arrangements have already been made to advise building security of the team's special access needs, since activation and building use may be outside normal business hours and/or on weekends. Parking passes and other special accommodations have already been arranged for team members.
- Adequate ventilation, water, food should be provided to the Team; funding for these expenses are discussed in Section entitled "Purpose of the IEOC" of this document.

ESTABLISHMENT OF A TEMPORARY DOI OFFICE IN A DISASTER AREA

At the discretion of the Commissioner of Insurance, a temporary DOI office will be established at or near the city/cities of Disaster. This office will be established in a location best suited to serve the citizens of Alabama post Disaster. The location of the office will be announced within a limited time after the Disaster. In addition, the location address and phone number will be shown on the DOI website at aldoi.gov.

SECTION V – COALITION CONTINUITY

ANNUAL PLAN REVIEW

AL DOI will annually host a meeting to update rosters, review the performance of other coalitions and disaster responders, and discuss how the Alabama plan can be improved. This meeting will be held the first week of February each year. Watch the ALDOI website for specifics.

The Coalition will conduct periodic briefings and a final debrief to the Commissioner of Insurance following activation of the Insurance Emergency Operations Center (IEOC). The briefings will be conducted by the Disaster

Response Team Leaders. Results will be shared with all Coalition members, as well as industry catastrophe leaders.

This plan may be exercised in conjunction with the AEMA's Annual Statewide Exercise.

The Alert Roster will be maintained year-round by the Team Administrator and reviewed at each Coalition meeting.

For further information:
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www.aldoi.gov