

“When the Rains come down and the Floods rise up!”

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**Texas Association of Counties
Claims Examiner**

County Management Institute

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TEXAS ASSOCIATION *of* COUNTIES

Property

- **BEFORE a catastrophic event, you need to:**
 - Know where all the County owned properties and leased-space properties are located.
 - Keep an updated address listing – use the 9-1-1 address and/or if known, the GPS location.
 - Be sure to have the County owned property properly insured.



Property

- TAC requires that 100% replacement cost values be reported for:
 - Structures
 - Contents
 - Vehicles and equipment
- Know the Flood Zone category of your properties.
 - <http://fema.gov/hazard/flood/index.shtm> or <http://freeflood.net/>
- Have a PLAN!





State of Texas
County of Zippy

2009
I C E P L A N
revised 4/20

In Case of Emergency Predetermined List of Actions Necessary

1 st Chief Coordinator	Judge Sue Wonderful	555-777-1212
2 nd Chief Coordinator	Sheriff Justin Case	555-432-2323

Departmental Key Personnel Emergency Contact Numbers

Pct 1	Commissioner James Ace	555-111-2121
	Supv. Johnny Goode	555-111-1313
Pct 2	Commissioner Lilly Lewis	555-222-1212
	Supv. Alvin Best	555-222-1234
Pct 3	Commissioner David Dell	555-432-4321
	Supv. Penny Perfect	555-432-7654
Pct 4	Commissioner Jamie Dole	555-333-0987
	Supv. Alton Sweet	555-333-7890
Courthouse	Maintenance Supt. Bob Plumb	555-777-3232
Jail	Chief Deputy Dan Well	555-222-4545

Actions

1. Report to designated meeting location (over for additional instructions)
2. Check for damages
3. Check for security breaches
4. Contact appropriate service provider and/or contractor
5. Verbal status report to Chief Coordinator
6. Contact insurance provider

Service Providers

General Electric Coop	555-432-7777 / 555-888-1212
Texas Natural Gas	555-333-9999 / 555-888-2233
Bell Telephone	555-555-1212
Superior Security Systems	555-222-4422 / 555-222-4423
A+ Electronics	555-432-1122 / 555-432-1132
Bob's Building Materials	555-777-5555
Pearl Plumbing	555-333-8911

all of the information contained on this form is fictitious. any resemblance to known persons or things is strictly coincidental.

Property

- After a catastrophic event
- Contact the property damage insurance provider to report the loss:
 - The Texas Association of Counties Risk Management Pool
 - Phone 800-456-5974 or 512-478-8753
 - Fax 512-478-1426
 - Email claims-cs@county.org
 - Begin emergency clean-up and take necessary steps to protect and secure the property from any further loss or damage.



Damage Reporting

- **To report damage:**
 - WHO member name and mailing address
 - Contact person including name, numbers, email if applicable
 - WHAT kind of loss and/or damage “what happened”
 - WHEN date of the event
 - WHERE physical address where the damage occurred. Descriptive name courthouse, jail, etc.



Adjuster Assignment Process

- TAC will make an assignment to a local independent adjuster and provide them with the loss information
- The adjuster will contact the designated Contact Person and schedule an inspection of the damages
- Provide to the adjuster any invoices for the emergency repairs done to protect and secure the property.



Claims Process

- Always follow the adjuster's instructions and obtain requested information as quickly as possible
- The adjuster will prepare a report and appraisal of the damages and will send it to TAC RMP Claims
- If you have any questions or concerns regarding the coverage or the information given by the adjuster, contact TAC RMP Claims

