

OAK CREST HOA



PROJECT DESCRIPTION

Oak Crest POA is a 15 building condominium complex located in Castle Rock, Colorado.

C3 Group was referred to the board prior to filing a claim for the loss and upon inspection, they were able to advise that filing a claim would be valid/necessary to repair the property.

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.
- Involving an expert like C3 Group as early as possible in the claims process can expedite a claim settlement.

Loss Details

The property was significantly impacted by a hailstorm occurring on July 1st, 2016 resulting in extensive damage to asphalt roofs, vinyl windows, gutters, paint, and siding.

Business Challenges

The largest challenges with this specific loss were founded in the scheduling of on-site visits with the carrier and their third-party consultants. Making sure that everyone was aware of our presence for at least 4 trips to look at the building was a challenge. Scheduling on-site visits in a timely manner to ensure expedient inspections of damage was critical.

Solutions

C3 Group's involvement from the beginning of the claim enable them to set/condition the expectations of the carrier and their representatives rather than working to change their position to benefit Oak Crest. In doing this, the claim was settle much faster.

Results

The claim was fully settled without utilizing the appraisal process or litigation in just under 3 months.

C3 Group secured a final settlement of \$758,500.08.

