

ANOTHER REASON WE ARE THE LEADER IN RESOLUTION...

Hurricane Ida Mediation Program FAQs

Q: What is maps' role in the Insurance Commissioner's Hurricane Ida Mediation Program?

maps is one of only two firms selected for inclusion in the program. Our panel of over 50 professional mediators know hurricane claims, know how to overcome impediments to settlement and know how to close claims. We have decades of experience mediating hurricane claims; most recently, in our mediations of Hurricane Laura and Delta claims our settlement rate exceeds 96%!

Q: What is the goal of the program?

The goal of this program is to provide residents and insurers with an effective way to quickly and fairly resolve claims. We have tens of thousands of residents who need their claims resolved, and resolved now.

Q: Is this program for residential claims only?

Yes, this program is for residential claims only. Commercial claims are not eligible to participate in this program. The program is tailored to residential claims that do not involve complex factual disputes or extra-contractual claims.

Q: Is there a cap for the amount in dispute?

Yes, this program is for claims involving not more than \$50,000 in dispute.

For example, if a homeowner received \$10,000 from his insurance carrier, but believes that he should have received \$17,000, then that dispute can be resolved in this program. Similarly, if a homeowner was paid \$65,000, but believes she should have been paid \$80,000, the parties can participate in this program.

Q: Must the policyholder have an attorney?

No, the policyholder is not required to have any attorney; however, having the benefit of counsel can be extremely helpful. Please note that the maps mediator cannot give legal advice to any party.

(continued on back)

Q: Is there a fee?

Yes, the cost is \$600 for up to 90 minutes of mediation. That cost is paid by the insurance company. If the parties are not able to resolve the claim within that time, they can continue to mediate at the firm's regular rate schedule.

Q: Where are the mediations conducted?

We conduct the mediations in our offices in Metairie, Baton Rouge or Mandeville; by Zoom; or even by telephone. We anticipate working extended hours to resolve these claims, so that some policyholders can mediate their claims before or after work, or on their lunch hour.

Q: How do I initiate the mediation?

If you are an **insurance company, or attorney representing an insurer**, then simply call us or e-mail us and we will schedule mediation days for you immediately. [800-443-7351; resolutions@maps-adr.com].

If you are an **attorney representing policyholders**, you can initiate the process by asking the insurance company(ies) to contact us to schedule your cases; or, if you send us your case list with contact information for your adjusters, we can contact them to arrange dates.

If you are a **policyholder who does not have a lawyer**, you need to contact the adjuster working on your claim and request that they schedule mediation. If you are not able to reach your adjuster, we can *try* to help you make contact with them.

Q: What documents or paperwork should the policyholder (or their attorney) bring to mediation?

- Whatever documents you have from your insurance policy
- All correspondence between you and the insurance company
- Receipts for expenses incurred that are related to Ida
- Receipts for repairs made to your property
- Receipts for purchases made to replace destroyed property
- Estimates for repairs that need to be made to your property
- Reports from independent adjusters or experts that you have retained
- Photos, video or drone footage of the damage and repairs to your property

Q: Who do I call for more information?

Call us at 800-443-7351 or email us at resolutions@maps-adr.com