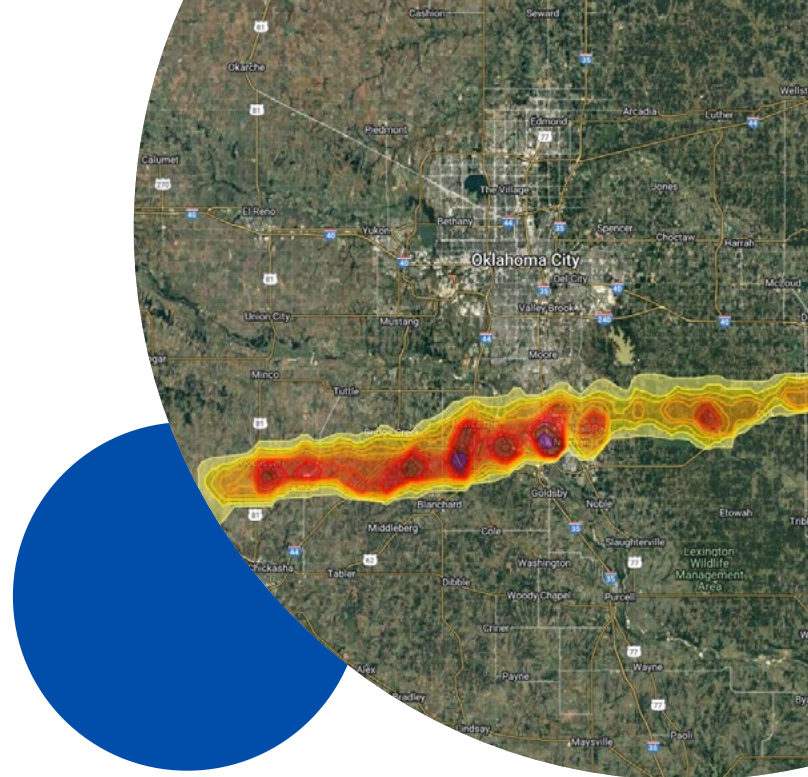




Respond

**You can't do anything about the weather.
Or can you?**



Insurance firms are using sophisticated natural hazard tracking, analysis, and prediction to mitigate risk, reduce expenses, and improve service.

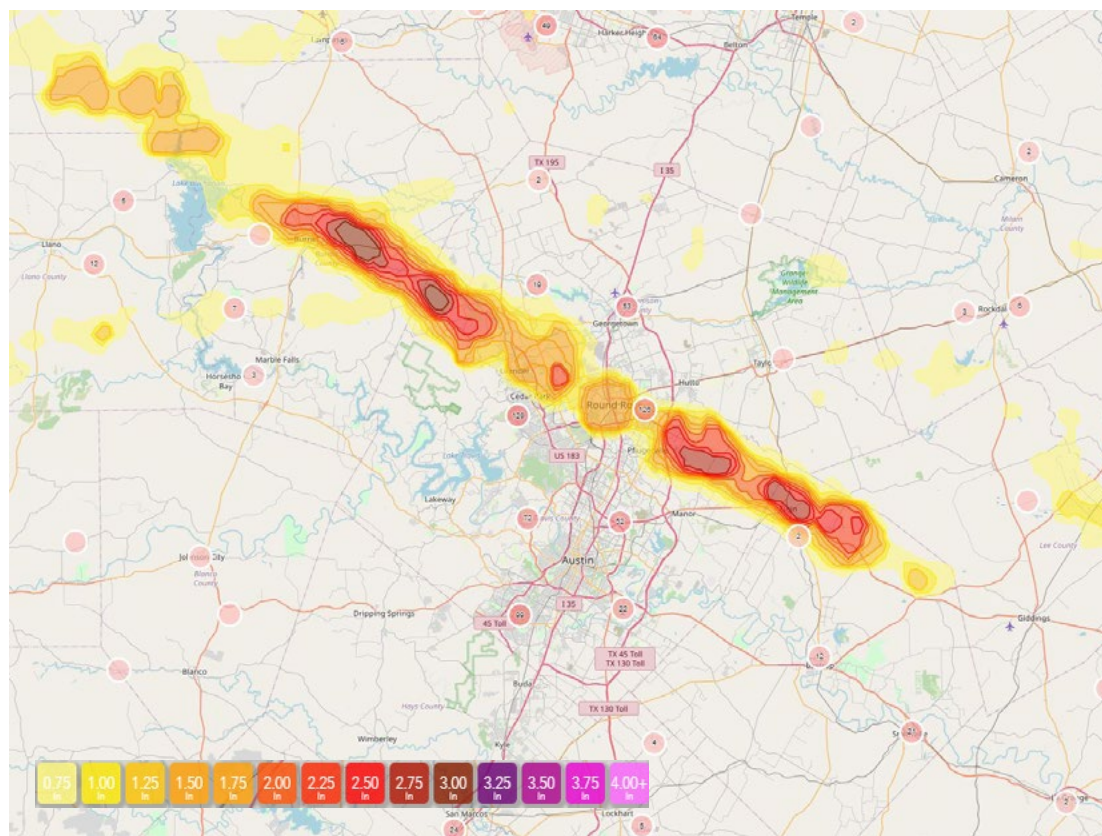
Weather events such as hail, wind, tornado, and wildfire cost insurers in the United States and Canada billions of dollars per year.

To better manage the effects of natural perils on their bottom line, insurers are employing Verisk Respond™ data and analysis service to improve their claims management decisions, activities in the field, incurred but not reported analysis, and predictive analytics for claims.

Respond natural hazard analysis and forecasting services

Insurers use our science to estimate and analyze losses from natural hazards, reduce loss adjustment expenses, and improve customer service.

Hail severity locations combined with PIF are a vast improvement over traditional weather reports



PIF analysis against a large single-day hail loss event in Austin, TX on April 15, 2021. The highest claim volumes came from the areas experiencing the largest hail, indicated by red. The red dots indicate policy locations.

Respond analysis overlaid on your policies in force (PIF) visualizes policyholder locations and coverage values with a high probability of exposure to damaging hail or other perils.

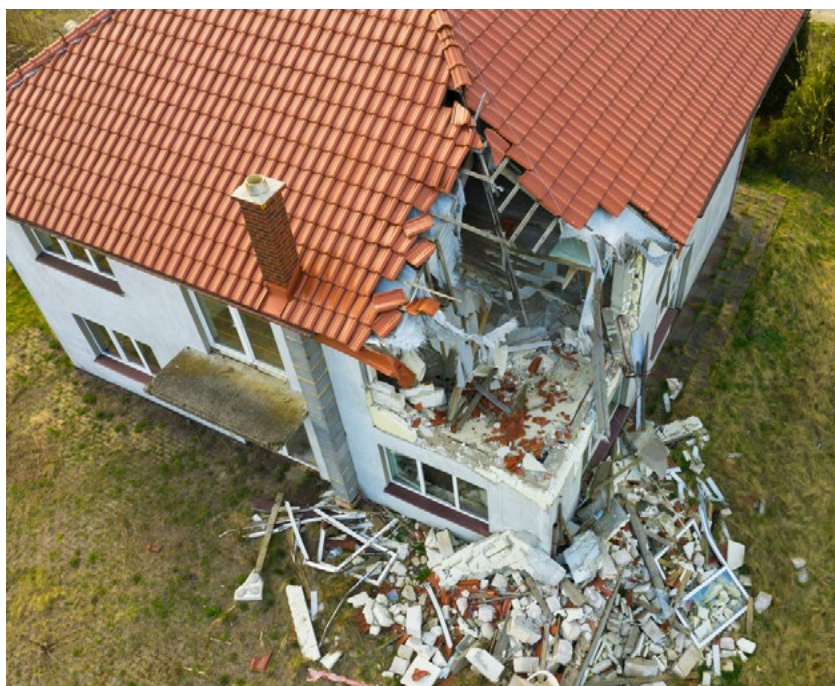
For claims outside the storm swath, we can help you determine which properties were damaged in a previous storm or might need more investigation.

8 reasons insurers use Respond for claims weather intelligence

1. Fast	The most recent data is always available to you 24/7, including weekends and holidays.
2. Easy	Intuitive data and software services so you don't require an analyst. No IT needed.
3. Accurate	Minimum threshold and severity are calibrated with insurance claims.
4. Integrated	Respond data analytics are integrated with the Verisk platforms your team uses already.
5. Ultrahigh resolution	Comprehensive, real-time, and post-storm assessments make it possible to determine the different perils for each neighborhood.
6. Flexible	The service is configured for your system and/or delivered through our web-based platform.
7. Independent and proprietary	Unique data and analysis are based on proprietary technology not available from the government or any other source.
8. Comprehensive	A deep catalog of storm events serves as a resource for claims diagnostic work.

Respond helps insurers improve:

- **Claims management decisions.** Quickly assess storm severity, number of claims adjusters needed, and locations where they'll make the most impact.
- **Opportunities in the field.** Contact policyholders quickly after an event to enhance customer loyalty. Screen claims and identify potential fraud.
- **Incurred but not reported analysis.** Estimate affected policies within hours of an event. Estimate volume of claims incurred but not yet reported.
- **Predictive analytics for claims.** Improve predictive modeling for claims volume and pace. Our analysts can work with your team to leverage our proprietary algorithms and Verisk cross-industry data to predict the impact of a storm in the context of your book of business. We can provide expert interpretation and commentary on the analysis.



Policy impact alerts

Send alerts of impact, including loss volume and coverages on your book of business, by combining storm severity and PIF. Review the effect on residential and commercial properties from hail, wind, and other perils.

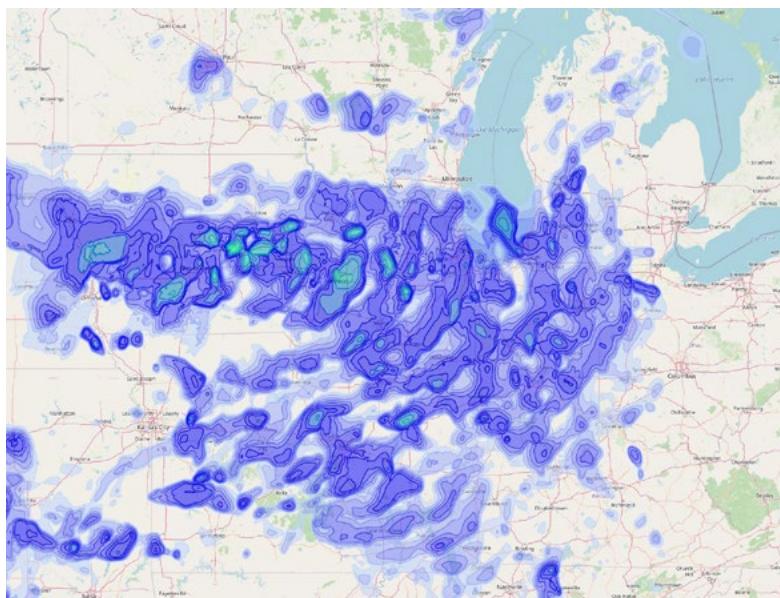
Treaty recovery

Insurance companies have identified millions of dollars of additional catastrophe recoveries or classified losses using Respond. Insurers can determine the accurate date of loss related to hail and wind events by using claims processed and hail and wind history reports. By evaluating the pre- and post-event data, insurers can determine if a loss was part of a catastrophe event.

Respond MAP visualizes storm impact by neighborhood

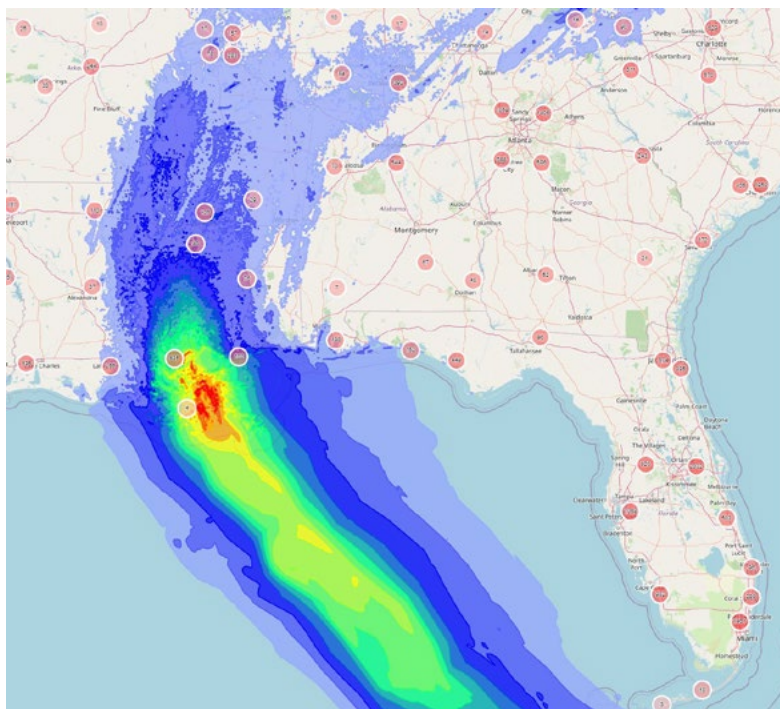
Respond MAP provides a single visual weather command center and GIS platform that allows you to compare policies-in-force against weather and aerial imagery to help you pinpoint policyholders who likely experienced damaging weather along with probable severity. The visualization of weather activities, policies-in-force, and imagery have typically been a manual, unintegrated effort. With Respond MAP from Verisk, viewing near real-time weather data is no longer a costly or difficult process.

Severe Windstorm Assessment



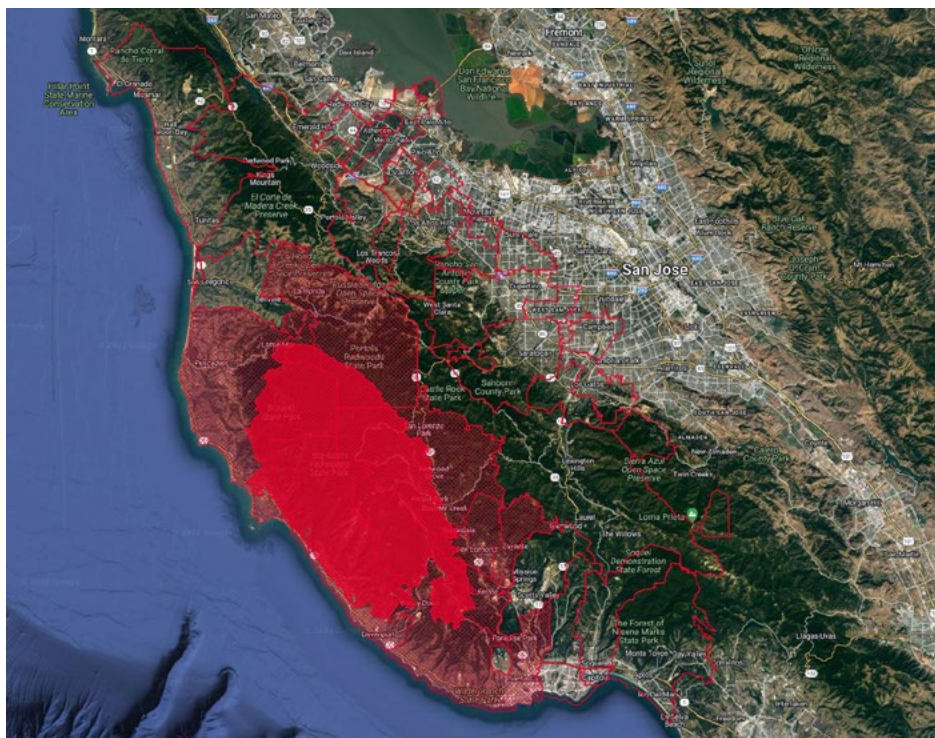
Verisk is the first provider of windstorm analysis for the United States and Canada, integrating comprehensive wind data into workflows for claims and underwriting within hours of the storm. View broad areas and zoom into neighborhoods.

Hurricane Windspeed and Coastal Impact



The hurricane forecast and analysis help you estimate potential impact by providing wind speed (shown) analysis. For gusts and sustained winds throughout the tropical cyclone or extratropical storm, the reports take into account the local and upwind surface properties of the land surface to provide a high level of local detail.

CZU Lightning Complex Wildfire Damage Path Assessment

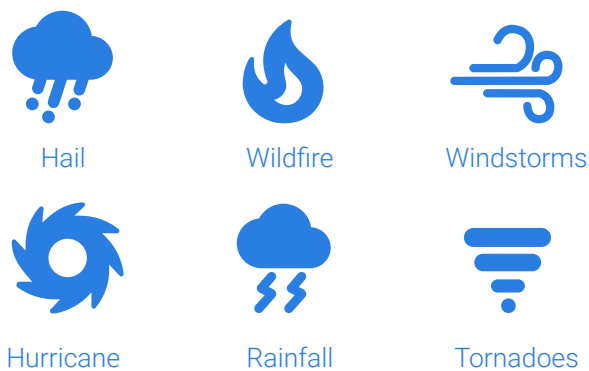


Throughout a fire event, claims and underwriting teams receive daily updates of every active fire. The graphic to the left is an example of what customers received for the CZU Lightning Complex fire, which burned over 80,000 acres of California redwood forest in San Mateo and Santa Cruz counties in 2020. The filled region shows the fire extent; the cross-hatched polygons indicate ZIP codes partially or completely within the fire perimeter; and outlined polygons represent ZIP codes located within 10 miles of the wildfire that may be experiencing dense smoke. This information helps insurers determine moratoriums as well as manage claims response for policyholders.

Comprehensive peril suite

Respond claims-focused weather analyses are based on radar, computer models, satellite imagery, and Verisk industrywide claims data.

Respond analytics have been applied to events including:



Insurers can apply our solutions to help improve customer service, achieve more accurate risk selection, and lower loss adjustment expense.

Our innovations draw on disaster risk models from Verisk extreme event solutions, vertically integrated data from Verisk property estimating solutions, and environmental data and expertise from Atmospheric and Environmental Research (AER).



Using Respond, catastrophe teams quickly:

- Determine resource demands
- Place staff in the optimal locations
- Match claim complexity with adjuster experience levels
- Increase the accuracy of early-stage bulk reserves
- Validate the data of loss of each claim
- Detect potentially fraudulent claim patterns quickly
- Escalate claims earlier to special investigations unit personnel when warranted
- Realize rapid and sustained improvement in operational process and policyholder satisfaction
- Improve predictive modeling
- Improve catastrophe treaty classification and recovery

How Respond integrates with claims workflow

Respond natural hazard data, processing, and software enable a faster, more efficient, and accurate claims workflow.

As the storm is in progress, your claims department can quickly determine the severity of the storm and its impact on PIF in near real time and decide whether to call for additional adjusters.

The claims operations manager receives analytics for weather events at home, on the road, or in the office. Using Respond MAP as the viewing platform, the claims manager can easily visualize the storm impact through highly detailed maps. Verisk generates the Respond results in near real time using proprietary algorithms based on analysis of single- and dual-polarization data (approximately 1 terabyte of data each day).

The data gives claims managers a consistent assessment of the weather every few city blocks—more than 1,000 unique observations in a large metropolitan area. Zooming in on the map, claims managers not only see where the hail or another peril occurred and how severe it was, they can also map that data to their insured locations. At a glance, the visualization shows how many insureds were likely to have been exposed. Using this information, the claims team can estimate the potential claims volume and make an informed decision on the resources needed to respond proactively.

They can easily accomplish all this within hours of a storm without the need for deep analytic skills or outside consulting.

Enterprise-wide consistency

Across the entire claims team, Respond provides a consistent view of the storm impact for every policy, geocoded by address.

This consistent view can be extended enterprisewide when used in conjunction with other Verisk services, such as:

- Benchmark®, Benchmark for XactAnalysis®, Benchmark for Xactimate®, and Benchmark API—the historical database of address-specific natural hazards, providing property reports of hail, wind, rain, and lightning history
- Hail Risk Score® and Hail Damage Score® —underwriting risk tools, powered by the Benchmark database



Want to know more?

1.800.424.9228 / xsales@verisk.com / [verisk.com](https://www.verisk.com)

Verisk provides sales and support for the Benchmark, Respond, and Respond MAP products.