

Building Owners and Managers

TALK
ABOUT

GNY PROPERTY CLAIMS HANDLING

"I've handled many of our clients' property claims with GNY over the years. Bollinger currently has a very large account, a property management company overseeing about 10,000 high rise units in the New York City area, insured with GNY. With thousands of insureds, there is a consistent flow of claims from this one account.



"Working with GNY is like working with a well-oiled machine. When I see the adjuster's name on a new claim, I know that we have a relationship. The adjuster will be familiar with the client, the building and the situation. We work as partners for the benefit of our clients."

Fernando Salgado

Senior Claims Advocate
Bollinger, Inc.,
a subsidiary of
Arthur J. Gallagher & Co.
Whippany, New Jersey

"What strikes me about GNY is how knowledgeable they are about real estate and the particulars of working in an urban, high-rise environment. There is a complexity with the size and scope of New York buildings that you don't see in many other areas of the country. For example, if a pipe bursts on the 19th floor, there may be damage to assess in all of the other units within the building, in the lobby and sometimes to unrelated businesses on the lower levels. And, if each owner or shareholder has their own insurance company, the logistics can be challenging.

"That can make it hard on the property managers, having to work with all those often conflicting players. But GNY has outstanding working knowledge of this urban set up. They come in prepared, they know going in about the complexity of multiple stakeholders, and they understand the distinction between the building's coverage and the residents' coverages. GNY works well with other carriers to determine individual responsibilities, and to brief the property managers so that they have accurate information. In addition to knowledge, there's a real diplomacy that one

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has to have. If these situations aren't handled right, they can deteriorate fast. GNY is very strong in that regard, helping to make challenging situations easier.

"I also like that with GNY, 'The Launch Process' of getting a claim underway is smooth and quick. I send some basic information to the company and the GNY adjuster is usually out at the building the next day. The company is very good at gathering information, providing reports, and keeping the process moving to get checks in clients' hands quickly. I trust GNY, I know their timetable and I know that each action item will be taken care of like clockwork. If there is an issue or hitch, they will call me first and let me know, so there are no unwelcome surprises.

"As a Claims Advocate, there is something to be said about being kept in the loop so well—not just with the nitty gritty of the progress of a specific claim but also macro trend information. I am frequently fielding questions from both clients and Bollinger's internal team, such as my colleagues who handle renewal information. When they ask me something, chances are good that I know the answer. GNY makes sure I'm always kept up to the minute on all relevant information.

"It's also worth noting that many of GNY's adjusters have been with the company quite a while. I don't see a lot of turnover, even though job hopping is certainly the trend in our industry. And so I know exactly what to expect—that is, that things will run smoothly and the claim will be handled well."



Greater New York Mutual Insurance Company
200 Madison Avenue, New York, NY 10016
Telephone: 212-683-9700 | Email: information@gny.com | Web: www.gny.com