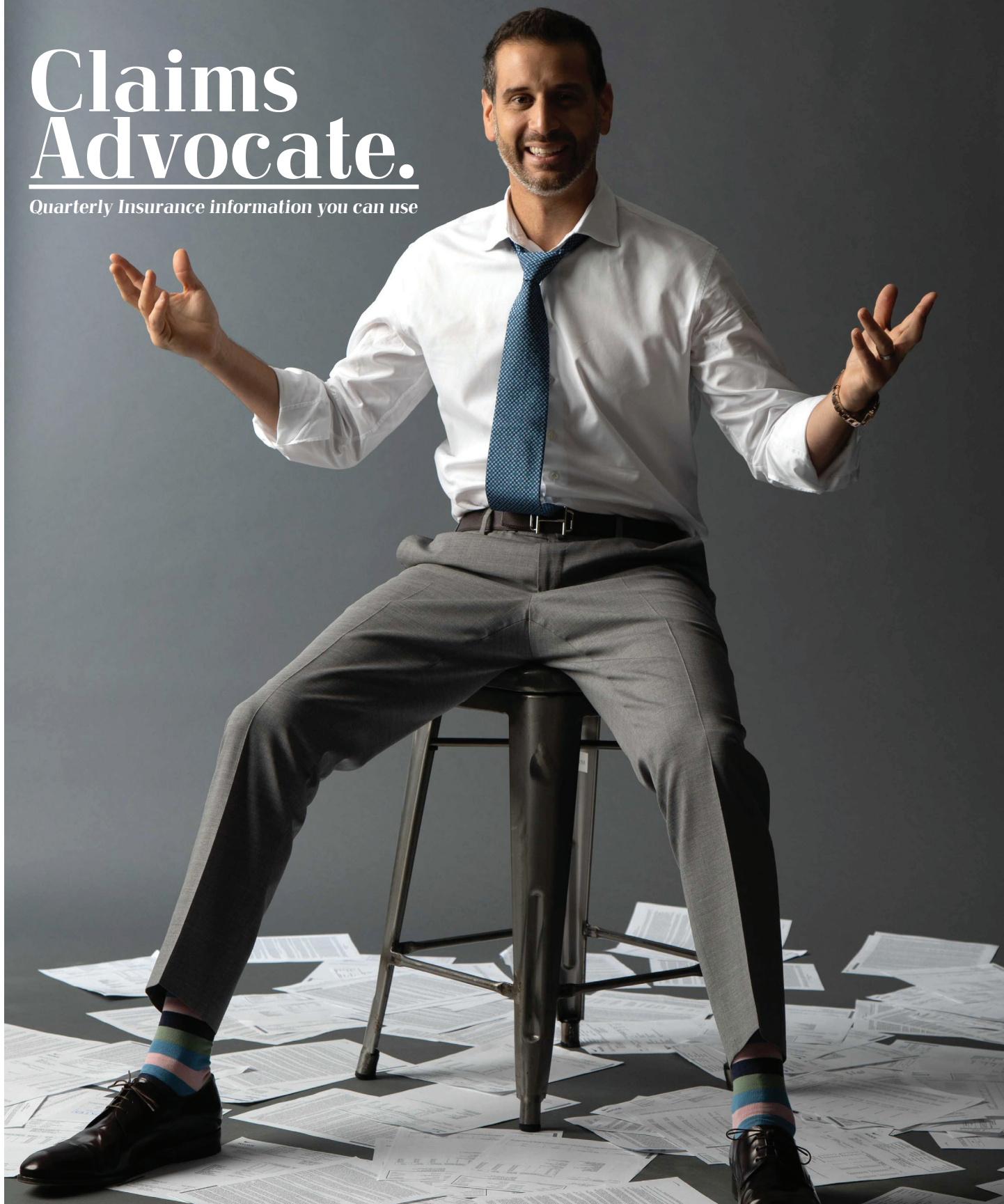


GlobalPro™  
MANAGING RISK TO RECOVERY

# Claims Advocate.

Quarterly Insurance information you can use







*Florida License #PI45656*

# Welcome,

This year has tested the resiliency of humanity, governments and businesses globally. At GlobalPro, we emphasized perspective and expressed gratitude for the commitment of our team, clients and colleagues. There have been plenty of ups and downs, but through it all we've managed to assist hundreds of policyholders and deliver consistent messaging and results. Some of this year's challenges included the pandemic, a record setting storm season, social equality issues and riots, a presidential election, wild fires, and record flooding.

For most of the issues facing policyholders in 2020, we offered a meaningful solution for dealing with a hardening insurance market and an increasingly more complex claims process. GlobalPro continued to succeed in a growing number of construction related losses, we assisted more than 100 business owners navigate the difficult pandemic claims process, and managed more than \$100,000,000 in loss and damage from other perils, like water, fire, and hurricanes.

For our Community, we launched the "Love in a bag" campaign to support local small businesses and kicked off the GlobalPro Cares Foundations initiative "Fresh Kicks and Cuts" to provide relief to storm victims.

We also increased our reach by launching Recovery Report Live, redoubled our efforts on social media, and updated the look and feel of the Claims Advocate to provide more insurance market transparency for policyholders. We capped off the year by completing the construction of our new headquarters located in Miami, FL. We expect this to provide our clients greater access to insurance and real estate resources.

In closing, while 2021 may bring more and different challenges, we will remain on the front lines for policyholders and committed to making a difference in our community.

Best wishes and a happy new year!

**Daniel B. Odess**  
**President**

**Focus on Gratitude:** the quality of being thankful; readiness to show appreciation for and to return kindness.





HURRICANE SEASON 2021

# PRACTICE PRE- PARARED- NESS.

By Daniel B. Odess

OUR FIRST HURRICANE TO MAKE LANDFALL IN 2020 WAS HURRICANE HANNA. HANNA QUICKLY UPGRADED TO A CAT 1, RIGHT BEFORE MAKING LANDFALL IN CORPUS CHRISTI, TX ON JULY 25. NEVER EXPERIENCING A STORM PREPARATION QUITE LIKE THIS IN THE PAST, PRIOR TO HANNA MAKING LANDFALL THERE WAS MUCH DISCUSSION ABOUT SOUTH TEXAS' PREPARATION FOR THE STORM AND THE STATES INVESTMENT IN PERSONAL PROTECTIVE GEAR.

UNFORTUNATELY, CITIES ALREADY BEGAN REPORTING FINANCIAL STRUGGLES AND SUPPLY CHAIN ISSUES WITH BUYING AND DISTRIBUTING THE GEAR.



**This storm was certainly a quick lesson of what should happen in order to protect residents and emergency responders should a storm hit during a global pandemic. Given the unusual situation we are in, due to the ongoing pandemic, it is even more important now to remember what we have learned from past storms. Why? Because things are going to take longer, and we are going to be met with even more challenges. Also, there have been major changes in the insurance market, that occurred even before the pandemic took hold of our community.**

**In 2017, we had a series of back-to-back storms, Maria, Harvey and then Irma, which was a huge storm, and then in 2018, Hurricane Michael, a Cat 5, devastated the Florida pan handle. There were some valuable takeaways from these storms that are still relevant in 2020:**

## **Wind-Driven Rain, Wind Created Opening,& Hurricanes.** **What is the difference?**

Trending towards the top of anti-consumer claims handling is the assertion that the prolific interior water damage from a Hurricane is not covered. We even found engineers and contractors that adopted this new phrase while wrongfully incorporating it into their reports. Unfortunately, this new phrase has negative implications and may result in wrongful denials and/or delays in claims. The truth is, had it not been for the Hurricane, there would not have been wind and there would not have been water in the building. If the building envelope had not failed during the storm, the water would not have entered the property. In some cases, we are finding debris inside the property, such as sand, contributing to damages caused by the storm. We often find it is simply not wind that “drives” rain into the property, but a failure of the building envelope at the window and door assemblies, caused by the Hurricane. Unfortunately, in multi-story properties it’s very difficult and costly to inspect the integrity of the window and door frames, waterproofing, stucco, and other cladding to identify the storm damage. However, the results of these inspections could easily account for significant increases in the scope and value of your loss.

## **Flood Insurance Paradox**

Probably one of the most confusing conversations to have with an insurance professional is what is or is not covered by flood. Is it Pre-or Post-firm? When were the elevators installed? How high was the flood line? Were the mitigation rates on par with the industry? Are your bills itemized enough to get paid? Did you submit a Proof of Loss? How do I dispute what was paid? Is your elevation certificate correct? The list is long and continues to grow as do the number of policy changes we see from storm season to season. It is a best business practice to make sure that your flood elevation certificate is correct and to know the age of your building and elevators. Also, familiarize yourself with the standard commercial NFIP policy, which is available for download in PDF format on the web. If you are still confused and need assistance, contact GlobalPro to assist you with supplementing your claim.

## **Mechanical Failures Are Not Always Storm Related**

In nearly every storm, high winds and/or flying debris will cause a loss of power. As the power fluctuates on and off, and lightning strikes are more frequent, mechanical systems can fail, days and sometimes even weeks after a storm passes. It is extremely important to document the date the failure or surge occurred, which led to the accident or failure of your system. If the system did not fail or the accident did not occur on the date of the storm, then more than likely, these damages are not storm related. Therefore, the hurricane or windstorm deductible does not apply and most often, your equipment breakdown or boiler machinery policy will cover the damages. Pay close attention to vendor contracts and agreements to ensure that the date and cause of the loss are accurately recorded. This simple advice will save you time and money, especially since things will take longer and perhaps, given the current economic environment, insurance companies may be even less willing to pay. Who knows? We will see. The reality is that insurance contracts are not easy to navigate and most often they are written in a way to help the insurance companies defend themselves against a lawsuit.





BY CRAIG APPLEBAUM

# PATIENCE

## AND CONSTRUCTION RELATED LOSSES.

The great recession of 2007 and 2008 was sparked by excessive risk-taking by banks combined with a downturn in the subprime lending market in the United States.

This financially toxic combination culminated with the bankruptcy of Lehman Brothers and international banking crisis. Until the Coronavirus recession, it was the most severe recession since the Great Depression.



I am certainly not a financial expert, but I have studied the impacts of these economic cycles on the construction and insurance market. I have paid particularly close attention to construction related losses during and after these cycles. A slowdown in the market is usually followed by a slowdown of new starts, a ramp-up or almost chaotic rush to finish existing projects, and in some cases, a shutdown and then a restart for others. This all lends itself to a fury of claims and issues with construction projects.

The tough economic times and the construction cycles put considerable pressure on community associations for newly turned over buildings, existing buildings with ongoing projects, and unit owner's delinquent on maintenance or those that cut corners to get something finished. All of this culminates into increasingly more claims for product defects, workmanship issues, massive delays on projects, and at times, extreme value engineering and cost cutting measures that only protect the interest of the contractor or developer...not the new owners.

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## **Understand the process.**

Do your research and understand the difference between a 558 lawsuit, governed by the Florida Statute and a liability or builders risk insurance claim. A lot times, we see law firms confuse consumers by referring to the lawsuit as a 558 claim. They are different and are handled differently.

## **Be mindful of budgets and reserves.**

Launching into a typical 558 lawsuit is expensive. There are significant upfront costs and rolling expenses that will drain your reserves. Some situations certainly call for this action, but a lot of this cost can be mitigate if you consider your insurance claim options, both against the responsible parties...contractors, developers, and owners, and even your own insurance, which through subrogation can pursue the litigation against the responsible party on your behalf at no out of pocket cost, if they first pay you, for your damages.

## **Know your experts.**

A lot of engineering firms and consultants allege that they are experienced in construction related claims and 558 lawsuits, but rarely can they distinguish between preparing for a trial and making an insurance claim. We are constantly reviewing engineering reports that improperly report issues, overgeneralize the cause or even worse, drastically overstate the value of the damages. In some instances, we see evaluations that contain ranges, which leaves everyone scratching their head. Interview them, request CV's, and talk to their references. Ask the right questions, how long did it take? What was the cost? Was it successful, meaning was the claim recovery net positive?

## **Insurance defends and pays these claims.**

You have years to file a 558 lawsuit against a contractor or developer. Before you launch into that process, understand that in most cases, insurance pays and defends these cases. If that is the case, then why didn't you make a claim, first? I have found that emotions run high and Board members set false expectations for their fellow unit owners. We understand the desire to attack, but in the fiduciary interest of your unit owners, the quicker, far more cost-effective approach is to first consider your insurance claim options rather than filing, an immediate lawsuit. Let the insurance companies fight your battle at their cost. Admittedly, this does not work for all issues and litigation may not be entirely avoidable. However, if you immediately engage in litigation, net of expenses, your association's recovery may not be meaningful.

## **Be patient.**

As board members and property managers, we want answers, in fact the unit owners often demand them. However, it takes time to do something correctly. If you spend the time and energy upfront to properly investigate your options and issues, it can save you a lot of time and money in the long run. Even better, your net recovery will be far greater.





A modern office interior featuring a large, light-colored marble conference table with three black leather chairs. The ceiling has a series of dark, parallel slats with recessed lighting. A large window on the right side offers a view of greenery outside. A semi-transparent white box containing text is centered over the image.

GlobalPro Announces:

# New national headquarters

COCONUT GROVE, FLORIDA



**“This building marks two great milestones for GlobalPro; we are thrilled to take residence in our new state-of-the-art Headquarters that will house our growing team for years to come, and so proud to announce our very first completed real estate project with this assistance of GlobalPro Ventures.”**

**- Daniel Odess, President of GlobalPro**

**“We couldn’t be more excited to call Coconut Grove home, and look forward to flourishing in such a culturally rich environment amongst so many other great businesses.”**

GlobalPro announced a brand new National Headquarters in Coconut Grove, Florida. In addition to offices in New York City, Washington D.C and Orlando, Florida, the company has moved their main office from Coral Gables to Coconut Grove, taking residence in a newly renovated building acquired with the assistance of GlobalPro Ventures, a boutique private investment company born out of GlobalPro. This property serves as both the first mixed-use real estate acquisition and the first completed renovation for GlobalPro.

After acquiring the building in 2018, GlobalPro converted the six-unit townhouse, free standing building into more than 3,000 sq-ft of office space, which includes roughly 1,500-square feet of ground floor retail space. Some other renovations include a brand-new metal and TPO roof, impact windows and storefronts, fire rated insulation, Lutron automated shades and LED lighting to ensure the building is energy efficient. Most notably, a stainless steel and wood staircase was custom designed and built in the center of the building, giving the space a contemporary look and feel.

The first floor of the building offers an open layout with a conference room, bathroom and café. The second floor is complete with private offices, an administration area, expansive bathroom and storage space. Outdoor meeting space is also available in both the front and back of the building.

The property is conveniently located across the street from Co-cowalk and north of new condo projects, including Terra’s Grove at Grand Bay and Terra and Related Group’s Park Grove, as well as Treo Group’s Regatta Harbour mixed-use development.

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### **Building’s Specs.**

- Converted townhomes into 3000sq ft office
- Subdivided (at the moment) into two separate units or can keep it as one.
- Stand-alone building completely gutted back to block
- Brand new metal and TPO roof
- Brand new impact windows and storefronts with Low-E
- Fire rated insulation with above required R-value
- Lutron automated shades on first floor and Lutron manual operated shades on second floor
- Glass, modern staircase at center of building
- Fully wired building with Cat6
- Generator ready with disconnect
- Comcast fiber to building
- Onsite parking
- Outdoor meeting space at front and back
- First floor open layout with conference room, ADA bathroom and Café that includes full size refrigerator and dishwasher.
- Second floor private offices, administration area and second large bathroom with storage closet
- Plenty of onsite storage including outdoor small garage
- Pre-wired for signage on front and East/West elevations with high visibility on 27th

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**GlobalPro’s new National Headquarters is located at 3139 SW 27th Avenue, Miami, FL 33133. The company also has a regional office located at 20 N. Orange Avenue, Suite 1100, Orlando, FL 32801.**

**GlobalPro’s New York Headquarters are located at 387 2nd Ave, NY, New York 10010**







# GlobalPro™ Gives back.

## LOVE IN A BAG CAMPAIGN

The economic effects of COVID-19 on the restaurant industry have been utterly devastating. Since March, well over one hundred billiondollars in lost revenue has resulted in millions of lost jobs across the country. As things evolve into a new “normal,” our economy struggles to survive. Almost all industries across the globe have been affected, and unfortunately the Restaurant industry is one that has felt it the most. Yelp recently reported that over half of the restaurants closed since March 2020, will not be reopening their doors.

By Matthew Sengsourinh

GlobalPro specializes in helping businesses recover from loss or damage. A cornerstone of the team’s core values is an unwavering commitment to their clients. In line with these values, the team at GlobalPro decided to support their hospitality clients in our community through an initiative called Love in a Bag, (#loveinabag)

Beginning in October, GlobalPro’s social media and LinkedIn channels will feature some of the teams favorite restaurants in the hope that you will join in helping restaurants get through these tough times.

In the last couple of weeks, policymakers have removed some restrictions relating to social distancing, however, if you are still not ready for face-to-face interaction and dining in, there are many ways to support the restaurant industry.

Ordering take-out or delivery or even purchasing gift cards, to share some love with family and friends, is a great way to come together as a community and lend a helping hand. The participating restaurants during the first phase of Love in a Bag at the trendy neighborhood of Wynwood.

### Dolores But You Can Call Me Lolita

Housed in a former firehouse-turned-restaurant, Lolita is known for its exquisite international menu items, like their famous Paella

### Sardinia Enoteca Ristorante

Distinguished by serving mouthwatering, authentic dishes from the Sardinia Island, Italy.

### Dukunoo Jamaican Restaurant

Miami’s authentic Jamaican dining experience. Located in the trendy neighborhood of Wynwood.

**“Our mission is to remind everyone that there is more than just food in each of their take-out or delivery bags. You will find passion, charisma, commitment, excellence, and most of all Love in a Bag”.**

**- Daniel B. Odess**

**Visit [getglobalpro.com/love-in-a-bag](http://getglobalpro.com/love-in-a-bag) to learn more about this initiative, and don’t forget to watch the videos they created for these restaurant gems in the community.**





GETGLOBALPRO.COM

EVERY THURSDAY AT 11 AM

# Learn how to maximize your claim recovery.

**RECOVERY**  
**REPORT** **LIVE**  
WITH DANIEL B. ODESS



*Florida Licence #P145656*





GlobalPro is your insurance coverage expert before, during and after any loss or damage.

Our team is comprised of insurance coverage experts with experience in insurance, law, construction, engineering, finance and technology. We leverage our proprietary process to achieve maximum results. This makes GlobalPro uniquely qualified to service community associations, business owners, and high-net-worth individuals.

Headquartered in Miami, FL with offices in New York, DC Metro, and Orlando, we provide best in class service to select clientele in the United States and around the world.

We are committed to ensuring that our clients make informed decisions saving time and maximizing their recovery.

GlobalPro has recovered over \$1 billion globally for our clients.

# Ready. Recover. Rebuild

GETGLOBALPRO.COM