

GlobalPro

MANAGING RISK TO RECOVERY

ELEVEN YEARS

MADE OF STEEL

Claims Advocate.

Quarterly Insurance information you can use



MADE ELEVEN YEARS OF GlobalPro WASTEEL



In our 11th year, **GlobalPro** remains committed to its mission, core values and focus. The 11th year is known as the year of steel. Steel is forged from something raw and made into something strong. The raw talent of the GlobalPro team has been exposed to extreme conditions for more than a decade and like steel, it has become stronger for it. We've stood on the front lines, helping communities and policyholders recover from major disaster. We've fought against anti-consumer legislation and bad faith claims handling practices. We've also battled through a hard market for our clients.

We've fought against anti-consumer legislation and bad faith claims handling practices. We've also battled through a hard market for our clients. Like steel, we continue to stand strong. We've vertically integrated our services and technology, educated and empowered business owners and community managers, and expanded our offices and services to meet the needs of policyholders. Our patience and persistence have gotten us here, but our commitment to our community and clients will continue to carry us much, much further.

Daniel Odess

President of GlobalPro



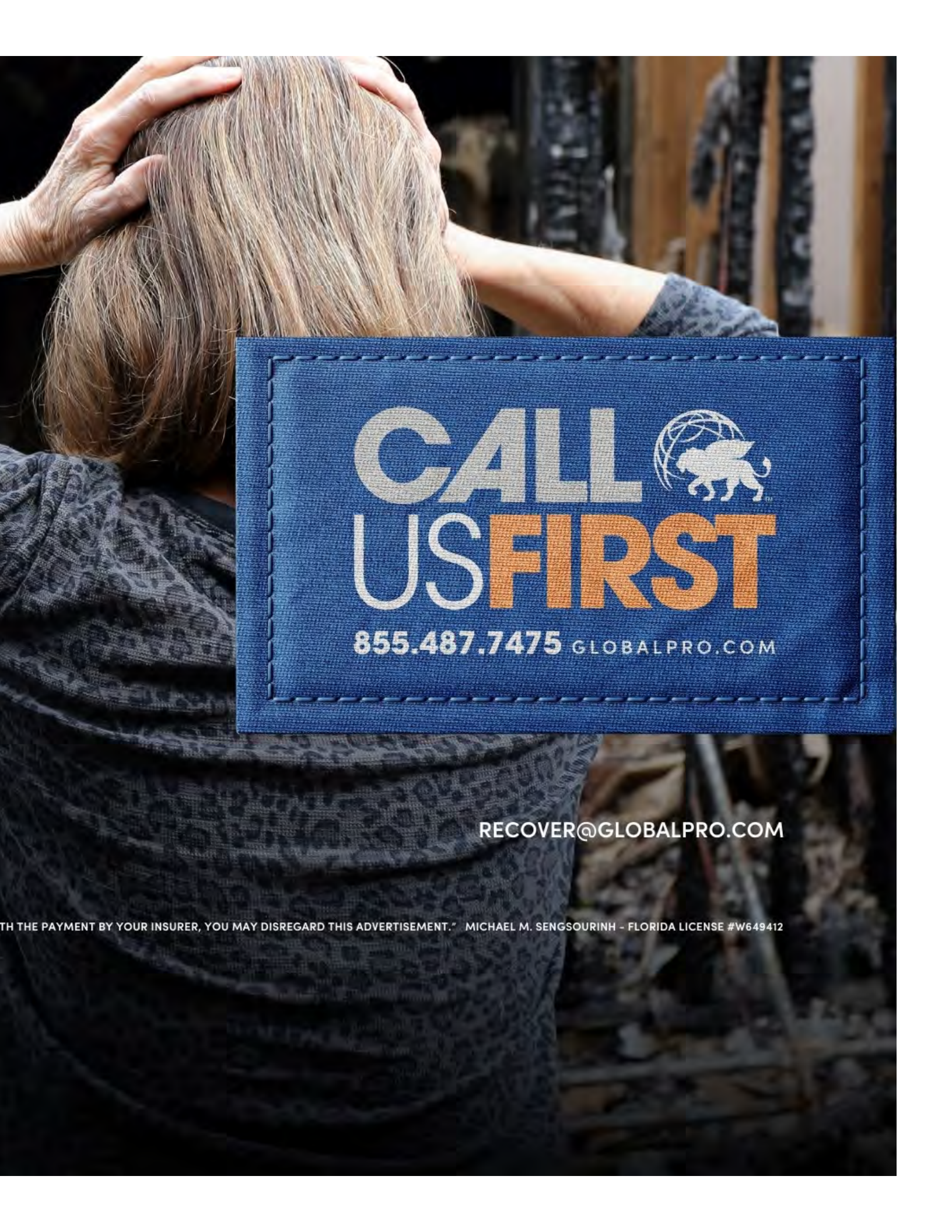
DAMAGE HAPPENS.

#INSURANCECOVERAGEEXPERTS

GlobalPro™

MANAGING RISK TO RECOVERY

"THIS IS A SOLICITATION FOR BUSINESS. IF YOU HAVE HAD A CLAIM FOR AN INSURED PROPERTY LOSS OR DAMAGE AND YOU ARE SATISFIED WITH YOUR CURRENT INSURANCE COVERAGE, PLEASE DO NOT CONTACT US. IF YOU ARE NOT SATISFIED WITH YOUR CURRENT INSURANCE COVERAGE, PLEASE CONTACT US AT 1-800-368-7273."



CALL 
USFIRST
855.487.7475 GLOBALPRO.COM

RECOVER@GLOBALPRO.COM

WITH THE PAYMENT BY YOUR INSURER, YOU MAY DISREGARD THIS ADVERTISEMENT." MICHAEL M. SENGSOURINH - FLORIDA LICENSE #W649412

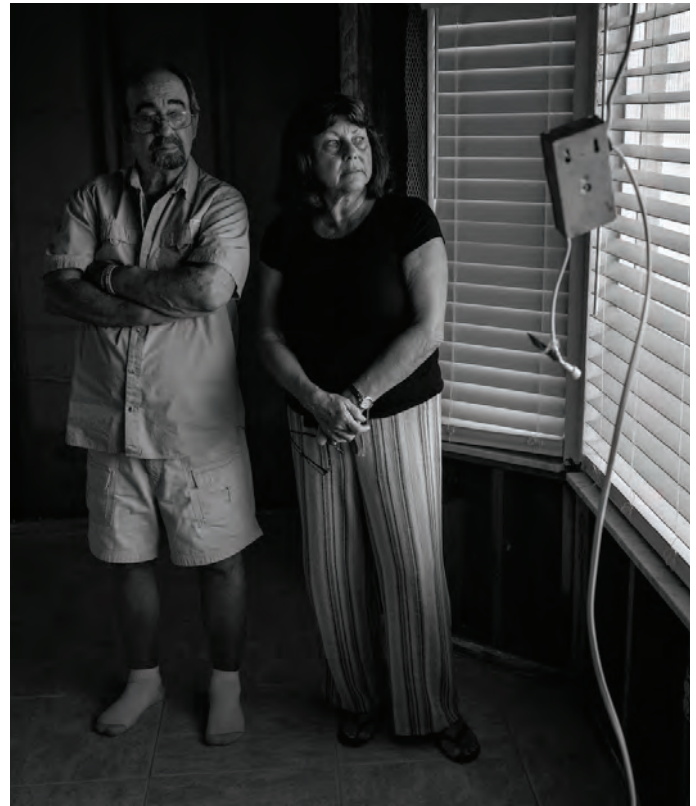


FLORIDA INSURANCE DILEMMA:

Bypassing Red Herrings to Confront Core Issues.

IN THE FACE OF FLORIDA'S INSURANCE CRISIS, MARKED BY THE COLLAPSE OF SIX INSURANCE CARRIERS, JOSEPH PETRELLI AND KOZIKOWSKI'S "THE FLORIDA PROBLEM" SUGGESTS AN INTERESTING EXPLANATION - AN EXPLOSION OF TECH-ENABLED CLAIMS AND MISLEADING ONLINE PRACTICES. WHILE THEIR NARRATIVE IS COMPELLING, IT SKATES OVER DEEPER SYSTEMIC ISSUES AND PERHAPS EXAGGERATES THE ROLE OF THESE ELEMENTS IN THE CURRENT SCENARIO.

For starters, it's worth noting that the rise of tech-enabled claims is not exclusive to Florida; it's a global trend, propelled by the digital age's convenience and accessibility. This shift towards tech-enabled claims has mostly brought benefits, including more efficient claim processing, better communication, and reduced manual errors. It has also promoted transparency, enabling policyholders to track their claim status and access assistance more easily. While it's conceivable that this shift could be exploited by unethical entities, pinning the failure of six insurance carriers solely on this technological advancement seems overstated.



Similarly, deceptive online marketing practices, although an issue that demands attention, are unlikely to be the principal cause of such a large-scale insurance market failure. The regulatory and ethical lapses of a few do not adequately explain the downfall of multiple insurance carriers. These carriers operate in a highly regulated environment, with numerous checks and balances designed to prevent such outcomes. Furthermore, a closer examination of complaint data reveals a disconnect between the alleged manipulative practices and policyholder dissatisfaction.

1. Daniel Van Sickle at his damaged home in Venice, Fla., in March.
(Thomas Simonetti for The Washington Post)

2. Terry and Mary Sebastian at their damaged home in Rotonda West, Fla., in March, Five months after Hurricane Ian ravaged the area.
(Thomas Simonetti for The Washington Post)

According to a report by WESH, from **September 2017 to November 2022**, there were over **105,000** complaints against insurance carriers, *while complaints against public adjusters*, often blamed for these deceptive practices, **numbered just 99.**

The handling of Hurricane Ian claims, as reported by the Washington Post , further underlines this point. The investigation uncovered accusations of claim undervaluation and denial, alongside systemic delays in claim handling. It's these issues, along with policyholders facing dwindling coverage despite rising premiums, that are the real sources of discontent. Conclusively, it's imperative to avoid conflating symptoms with causes. While tech-enabled claims and online marketing practices present new challenges, they are not the root cause of the failures within Florida's insurance industry. To restore the sector's health and trust, we need to delve deeper and address core issues like industry practices, product offerings, and customer complaints. Only then can we begin to truly unravel and rectify the Florida Problem.

www.carriermanagement.com/features/2023/06/15/249579.htm

www.wesh.com/article/florida-insurance-companies-investigation/43742625#

www.washingtonpost.com/climate-environment/2023/03/11/florida-insurance-claims-hurricane-ian/

GlobalPro™

MANAGING RISK TO RECOVERY



“WE STRIVE TO PROTECT OUR
COMMUNITY BY DISRUPTING THE
INSURANCE INDUSTRY OR POLICY”



GLOBALPRO.COM

Ready. Recover. Rebuild





2023

Florida Legislative Session & Consumer Protections.

The focus of Florida's 2023 Legislative Session, as it relates to property insurance, seems to be 'Insurer Accountability'. The 2022 Special Legislative Session was allegedly convened to address the State's ongoing residential property insurance crisis and was touted as a means to address the significant issues facing residential property insurance in Florida. However, the pendulum swung too far in one direction, with laws passed that favor Insurers, while it has yet to be seen whether the new laws will accomplish the stated goals of the Special Legislative Session. The 2023 Legislative Session sees the pendulum swinging back, favoring policyholders/consumers, by the passage of laws intended to increase insurer accountability in claims handling.

by Joshua Bochner

Senate Bill 7052

Senate Bill 7052, titled “**Insurer Accountability**” and known as the Insurer Accountability Act, was recently signed by the Governor and includes various provisions that increase insurer accountability while also increasing the Office of Insurance Regulation’s (OIR) oversight of insurance companies in Florida.

This particular legislation was introduced after investigation revealed, and various news outlets reported stories on, insurance companies drastically altering insurance claim reports and estimates prepared by claims adjusters, including altering and revising estimates for Hurricane Ian claims. This legislation is a rare, bipartisan effort and contrasts with a number of recent pro-insurer laws passed over the past year, and in particular during the 2022 Special Legislative Session.

Some important provisions found in the newly passed law include the following:

Insurers would be required to report their claims-handling policies to the state.

Fines against insurers would increase from a maximum of \$20,000 to \$100,000 for “nonwillful” violations and from a maximum of \$200,000 to \$1 million for “willful” violations.

Regulators would have broader authority to conduct examinations into insurer conduct.

Insurers would be prohibited from paying bonuses to officers and directors while an insurer is impaired or insolvent.

Prohibition against altering or amending an adjuster’s report without providing a detailed explanation as to why any change that has the effect of reducing the estimate of the loss was made.

The insurance company must also either create a list of changes and who made the change or retain all versions of the report.

Moreover, Senate Bill 7052 clarifies a topic of dispute between insurers and policyholders that came out of prior recently passed legislation - the retroactive application of the elimination of one-way attorney's fees in disputes between policyholders and their insurance carriers. During 2022's Special Legislative Sessions, lawmakers eliminated the requirement that insurers had to pay the policyholder's attorneys' fees if the policyholder sues them and wins. This was a change by lawmakers to make it harder for homeowners to sue their insurers, after the companies complained that lawsuits were driving up rates and premiums. Since then, insurance companies argued in court that the provision was retroactive, applying to policies that were in force prior to the legislation passing. Senate Bill 7052 clarifies that the provision is not retroactive.

Furthermore, in response to news stories reporting on private or independent adjusters working for insurance companies who stated that the insurer changed or otherwise manipulated their reports and estimates to pay homeowners less for their covered claims, new laws provide for increased oversight and accountability of the insurers. This includes a prohibition on insurers altering, amending, or otherwise manipulating an adjuster's report without providing detailed explanations as to why a change was made, which has the effect of reducing the estimate of the loss. In doing so, the insurer is required to either create a list of changes and who made the change or retain all version and/or all copies of all reports and estimates prepared for a loss.

In addition to the foregoing, other laws were passed in the 2023 Legislative Session that merit mention and discussion. House Bill 799 makes a change specific to property insurance that requires certain properties covered by Citizens Property Insurance Corporation, the state backed property insurer of last-resort, to also obtain and maintain flood insurance on their properties, whether or not the property lies in a flood zone.

Additionally, House Bill 837 was passed which changes aspects related to civil remedies, as provided for under the laws of the State of Florida. This includes, for example and among other changes, establishing the requirements for what constitutes a bad faith claim and the maximum amounts an insurer would be required to pay under a claim for bad faith.

GlobalPro Texas

BUSINESS INTERRUPTION



INSURANCE

DON'T LET PROPERTY DAMAGE KILL THE CASHFLOW OF YOUR BUSINESS.

by Rob Bowlby

Cashflow is the lifeblood of any business, be it a restaurant, manufacturer, distributor, apartment complex, office building or hotel. Business Interruption Insurance replaces lost income for your company when it is unable to operate due to property damage. It becomes available when your business suffers a loss that is covered under your insurance policy. Once the carrier agrees that your claim is a covered loss, your immediate next step is to request Business Interruption Coverage.

Yes But, What is it?

Business Interruption Coverage is sometimes known as **Business Income and Extra Expense Coverage or Time Element Coverage**. It is typically calculated in this way: net income plus normally recurring operating expenses including payroll. Some policies will have a co-insurance requirement that requires you, the business owner, to ensure that the business income coverage amount covers at least 80% of your net income plus normal operating expenses (more on this in our restaurant owner example below). This can be found on the Declarations page of your policy.

How can We Help?

GlobalPro recommends visiting this number with your insurance agent at least annually to ensure that you have the proper coverage amount. If not, the amount of coverage you receive from your insurance company may be insufficient. Many business owners underestimate this amount and as a result receive significantly less than the calculated income due them or their business income coverage runs out before the company is operational again.

GlobalPro Texas recently represented a client with a 10-story office building that suffered water damage from a frozen fire suppression system. All electrical, HVAC and elevator systems were severely damaged. Upon signing the contract, GlobalPro immediately requested Business Interruption Coverage which the insurance company began paying within 30 days. Coverage continued throughout repairs, and when GlobalPro's business income analysis revealed additional recurring costs, we were able to petition the insurance company for retroactive increases in income, which were also promptly paid to the client.

GlobalPro Texas also recently represented a client who owns an 80 seat restaurant which suffered water damage from an opening in the roof during a heavy storm. While the property damage was covered under his insurance policy, and he did purchase business interruption insurance, the amount of coverage he purchased was too low. In this specific case, our client only received 25% of the monthly coverage he needed and was forced to dip into savings while the repairs were made.

What to Expect?

GlobalPro recommends that once you have filed a claim, immediately request a list of information needed for the carrier to begin analyzing the lost business income. For operating companies, the carrier will generally require monthly profit and loss statements for both the prior and current year. For real estate entities, they will also require copies of all leases and a rent roll at the time of the loss. As a business owner, be ready to provide this information quickly.

Most insurance companies have outsourced their analysis of business income losses, so they will then send this information off to a third party. Frequently business interruption insurance includes extra expense coverage, which your company may incur to minimize or avoid a shutdown such as renting temporary office space or equipment. Be sure to claim these expenses if your business incurs them.

Once the loss has been fully repaired and the business operations have begun, the carrier is no longer obligated to make additional business income payments.

Business owners may purchase Extended Period of Indemnity insurance for an additional 90-180 days or longer. This means that after the loss is repaired and the business is operating again, you can receive several months of supplemental income while the business ramps back up to normal.





GLOBALPRO.COM

Hire the Best Representation.

As with all insurance claims, getting properly paid requires excellent representation. At GlobalPro, our in-house team of finance professionals will ensure that you, the business owner, are fully paid for lost revenue and expenses during a business interruption.

We review your policy language to ensure that your income calculations are consistent with policy coverage. We provide our own independent analysis of your financials to ensure that all appropriate income and ongoing expenses are included in your payments and that these are paid in a timely manner during the period of interruption.

When necessary, we also have a network of forensic accountants to assist with your business income claim. By having proper representation and coverage, business owners are sure to receive adequate income after a loss while they focus on getting the business back up and running.

GlobalPro's Texas Office
6060 N. Central Expressway Suite 500, Dallas, Texas 75206.

GlobalPro[®]
CALL 
USFIRST
855.487.7475

GlobalPro

Empowering Consumers and
Overcoming Industry Hesitation.

THE

BY DANIEL ODESS


FUTURE

OF AI

IN INSURANCE



The Future of Artificial Intelligence (AI) in the Insurance Industry promises a host of benefits for consumers, offering unprecedented access to data, transparency, and efficiency... Despite the vast potential,



The industry
has been slow
in embracing
the technology,
prioritizing
short-term
profits over
innovation.

This divergence in perspective has raised the frustration levels among insurtech executives who envision a transformative potential for AI in insurance.

AI AND CONSUMER BENEFITS

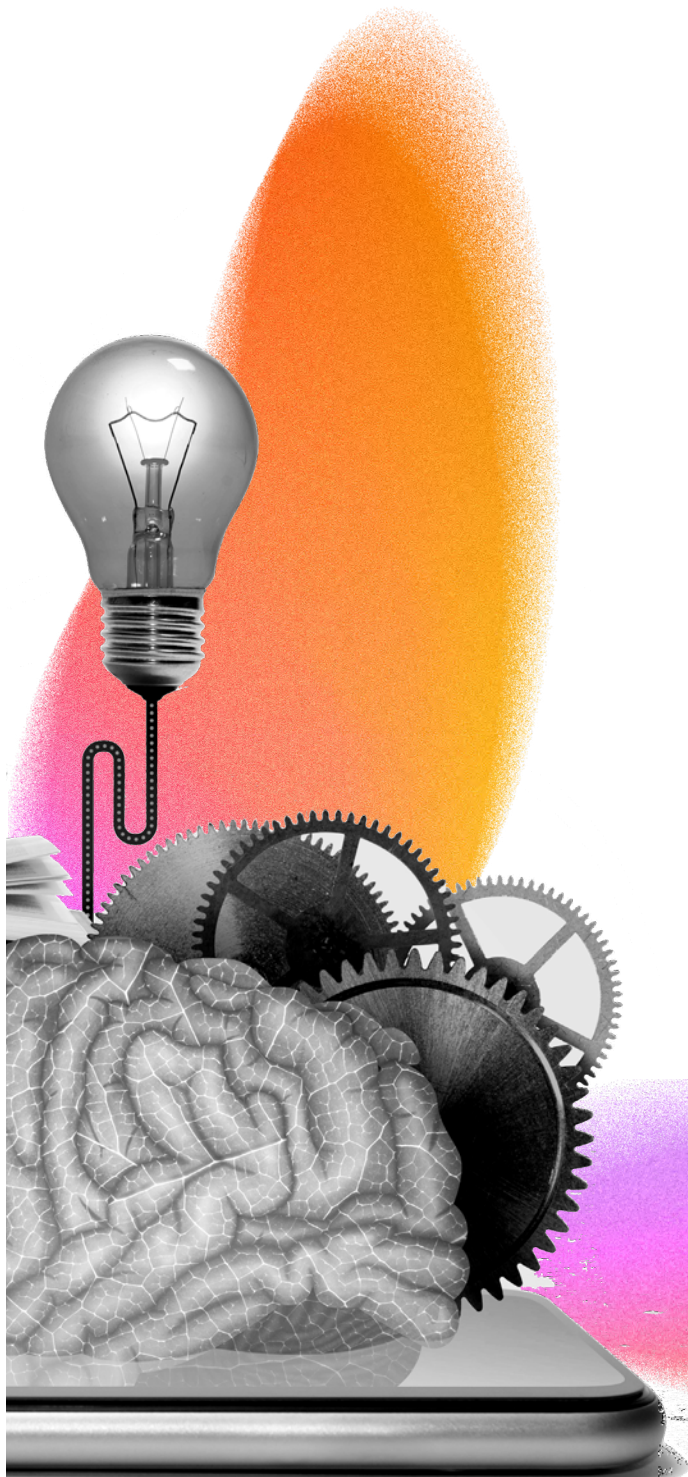
Unprecedented Access
to Data and Efficiency

AI has the power to transform the insurance landscape for consumers in many ways. One of the most significant shifts involves providing consumers access to data and information that has previously been hidden in industry databases or complex paperwork. This transparency gives consumers the power to make informed decisions about their coverage needs, potentially saving them from over-insuring, under-insuring, or falling for misleading policies.

AI has the power to transform the insurance landscape for consumers in many ways. One of the most significant shifts involves providing consumers access to data and information that has previously been hidden in industry databases or complex paperwork. This transparency gives consumers the power to make informed decisions about their coverage needs, potentially saving them from over-insuring, under-insuring, or falling for misleading policies.

AI can also
streamline the
procurement
process of new
insurance
policies.

Machine learning algorithms can quickly analyze individual risk profiles, providing personalized policy recommendations and premium estimates. Consumers can thus easily compare and choose the most suitable coverage, leading to a more transparent and efficient insurance procurement process.



THE INSURANCE COMPANIES

The Slow Adoption of AI

Despite these evident benefits, the insurance industry has been slow to adopt AI technology. The primary reason lies in the conservative nature of the industry, which often prefers proven methods and established systems. The industry's reluctance also stems from a focus on short-term profitability over potentially costly and disruptive innovations.

The slow pace of adoption has led to mounting frustration among insurtech executives. They argue that the insurance industry's hesitancy to embrace AI is a missed opportunity for creating more efficient, customer-friendly systems that could redefine the insurance landscape.

In addition, executives also express concerns about the competitive implications. With fintech companies and insurtech startups readily adopting AI, traditional insurers risk falling behind if they fail to keep up with technological advancements.

CONCLUSION

Navigating the Future with AI in Insurance.

The future of AI in insurance presents a dichotomy of potential consumer benefits and industry resistance. If insurers can overcome their hesitation and invest in AI, they stand to enhance customer experience significantly, streamline operations, and stay competitive in an increasingly digital marketplace.

While change may be slow, the momentum towards AI integration is inevitable. The benefits it promises for consumers - faster claims processing, greater transparency, personalized policies - make the journey worthwhile. The industry must adopt a forward-thinking approach and embrace AI not as a threat to the status.

EVERY THURSDAY | 11AM

Real Estate, Construction,
Business, & Insurance
Industry News.

GLOBALPRO.COM

**Recovery
Report
Live** WITH MATTHEW
SENGSOURINH



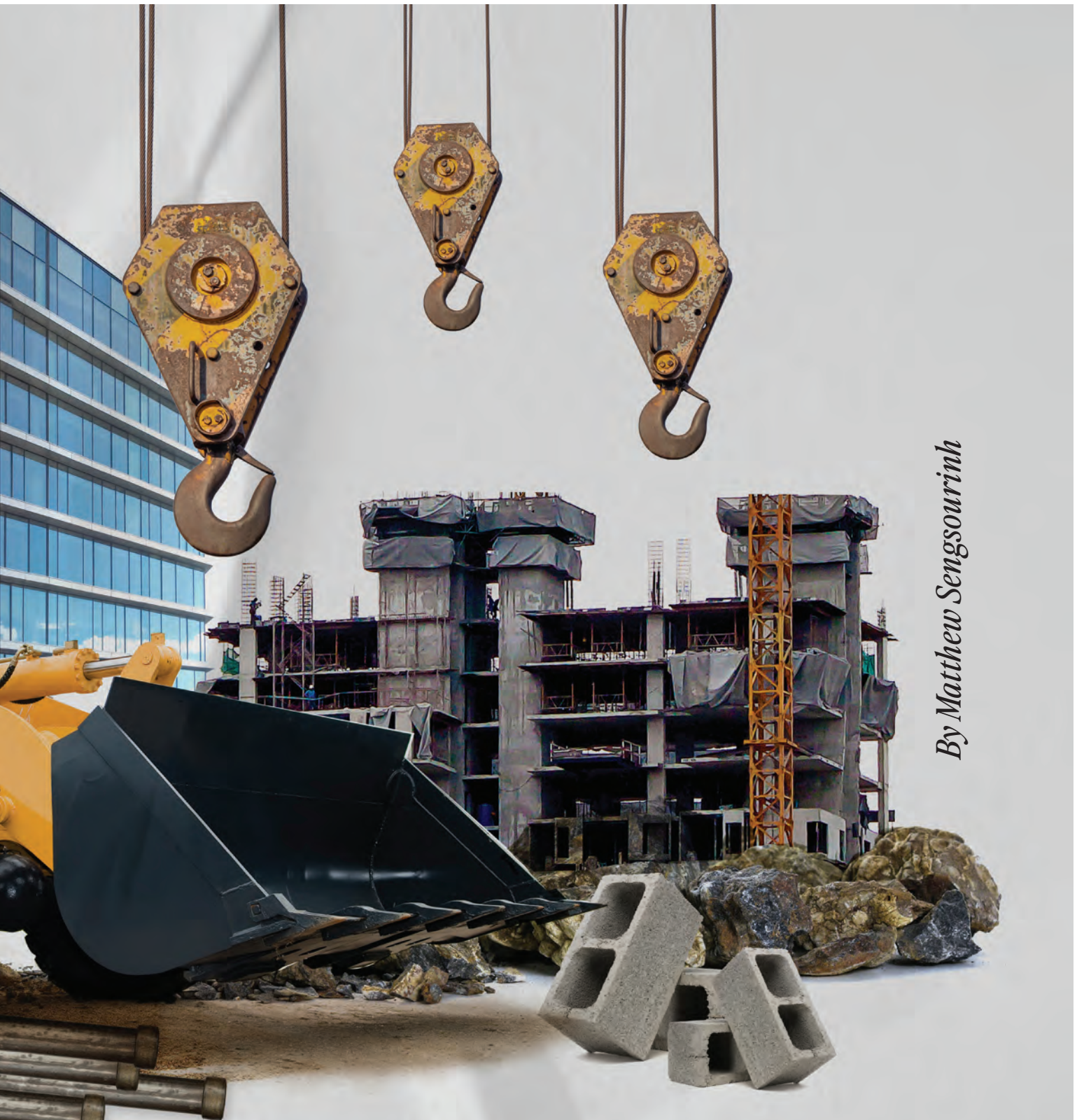


WWW.YOUTUBE.COM/@GLOBALPRORECOVERY

Damage Caused by a Nearby Construction Project:



What is an Association to do?



By Matthew Sengsourinh

FLORIDA CONDOMINIUM ASSOCIATIONS OFTEN FACE CHALLENGES WHEN NEIGHBORING CONSTRUCTION PROJECTS RESULT IN LOSS OR DAMAGE TO THEIR PROPERTIES. UCH INCIDENTS CAN BE FINANCIALLY BURDENSOME AND IMPACT THE QUALITY OF LIFE FOR RESIDENTS. FORTUNATELY, THERE ARE AVENUES FOR RECOVERY THROUGH INSURANCE CLAIMS.

In this article, we will explore how condominium associations in Florida can recover from such losses, both through 1st party and 3rd party insurance claims. Additionally, we will emphasize the importance of engaging professional representation, including a GlobalPro insurance coverage expert, to navigate the complex insurance process effectively.

A **Prove Your Damage:** understanding 1st Party Insurance Claims:

When a condominium association suffers loss or damage caused by a nearby construction project, they may be able to seek compensation through their own insurance policy, known as 1st party insurance claims. Here are the key steps to follow: passing. Senate Bill 7052 clarifies that the provision is not retroactive.

Review the Insurance Policy.

Start by carefully reviewing the association's insurance policy to understand the coverage and exclusions relevant to the construction-related losses. Pay close attention to provisions related to property damage, business interruption, and additional living expenses for residents.

Notify the Insurance Company.

Promptly notify the association's insurance carrier about the loss or damage. Adhere to any specific reporting requirements mentioned in the policy.

Document the Damages.

Thoroughly document all damages caused by the construction project, including photographs, videos, and written descriptions. This evidence will be crucial when filing a claim.

Engage Professional Representation.

It is highly recommended to engage the services of a professional specializing in insurance claims. They will help interpret the policy, advocate for the association's rights, and ensure proper claim filing and negotiation.

Engage a GlobalPro Insurance Coverage Expert:

A GlobalPro insurance coverage expert can assist in assessing and quantifying the damages, preparing the claim, and negotiating with the insurance company on behalf of the association. They possess expertise in maximizing the claim settlement and can be a valuable resource throughout the process.

B Prove Negligence: pursuing 3rd Party Insurance Claims:

In most instances, neighboring construction projects are responsible for the damages suffered by a condominium association. Pursuing a 3rd party insurance claim involves holding the responsible party accountable for their actions. Here's what you should consider:

Identify the Responsible Parties.

Determine the entities or individuals responsible for the construction project causing the damages. This may include general contractors, subcontractors, architects, or developers.

Professional Representation.

Retain a professional experienced in construction and insurance law to help build a strong case against the responsible parties. They will guide you through the legal process and ensure your rights are protected.

Document the Causation.

Establish a clear link between the damages and the neighboring construction project. Collect evidence such as expert opinions, construction plans, project timelines, and witness statements.

Engage a GlobalPro Insurance Coverage Expert.

Working in tandem with your representative, a GlobalPro insurance coverage expert can evaluate the damages, quantify the financial impact, and provide expert support in negotiations and settlement discussions.



C Importance of Engaging Professional Representation: Call Us First!

Navigating insurance claims can be complex and time-consuming. Engaging professional representation, including a GlobalPro insurance coverage expert, can provide several advantages:

Expertise

Professionals experienced in insurance claims can interpret policy language, identify potential coverage, and advocate for the association's best interests.

Negotiation Skills

Promptly notify the association's insurance carrier about the loss or damage. Adhere to any specific reporting requirements mentioned in the policy.

Claim Preparation

A GlobalPro insurance coverage expert possesses specialized knowledge in assessing property damages and compiling comprehensive claims. They can help maximize the claim's value and streamline the process.

Peace of Mind

It is highly recommended to engage the services of a professional specializing in insurance claims. They will help interpret the policy, advocate for the association's rights, and ensure proper claim filing and negotiation.

Recovering from loss or damage caused by nearby construction projects requires a strategic approach. By understanding the insurance claim process, engaging professional representation, including a GlobalPro insurance coverage expert, and diligently documenting damages, Florida condominium associations can maximize their chances of fair compensation. Remember, seeking professional assistance is crucial to navigate the complexities of insurance claims successfully. Whether it's concrete overspray, falling objects, paint overspray, stucco overspray, or other forms of damage, professional representation will ensure your rights are protected and you receive the compensation you deserve.

GlobalPro
CALL US FIRST
855.487.7475





RCV! ACV

PATIENCE IS REQUIRED.

When disaster strikes and a condo association in Florida faces property damage, navigating the insurance claims process can be daunting. One critical aspect that condo associations must grasp is the difference between Replacement Cost Value (RCV) and Actual Cash Value (ACV). Equally important is exercising patience throughout the adjustment process to ensure they are fully indemnified. In this article, we will delve into the definitions of RCV and ACV, highlight their significance, and explore the benefits of being patient during the insurance claims journey.

By Matthew Sengsourinh

THE DIFFERENCE BETWEEN RCV & ACV.

RCV represents the estimated cost of replacing or repairing damaged property with materials of similar kind and quality, without factoring in depreciation. It reflects the actual expense required to restore the property to its pre-loss condition. On the other hand, ACV is the Replacement Cost Value minus depreciation. ACV is the initial amount the insurance company is willing to pay and is determined by considering the age, condition, and expected useful life of the damaged property.

A large, bold, black serif capital letter 'A' is positioned on the right side of the page. A thin black line extends from the top of the letter 'A' and points diagonally down and to the left towards the text 'THE SIGNIFICANCE OF RCV & ACV.'A large, bold, black serif capital letter 'R' is positioned on the left side of the page. A thin black line extends from the top of the letter 'R' and points diagonally down and to the right towards the text 'THE SIGNIFICANCE OF RCV & ACV.'

THE SIGNIFICANCE OF RCV & ACV.

Understanding the distinction between RCV and ACV is vital for condo associations as it directly impacts the insurance settlement. Initially, the insurance company may offer an ACV payout, which often falls significantly short of the actual cost of repairs or replacements. However, most insurance policies provide an opportunity to recover the withheld depreciation, i.e., the difference between RCV and ACV, after repairs have been completed.

THE BENEFITS OF PATIENCE.

Patience plays a crucial role in the insurance claims process for condo associations.

Here are some key benefits of exercising patience before initiating repairs.

COMPREHENSIVE DAMAGE ASSESSMENT

By being patient, condo associations can ensure that all damages are thoroughly documented, assessed, and accurately estimated. Rushing into repairs may lead to overlooking hidden damages that may emerge later, potentially leaving the association liable for additional costs.

ACCURATE COST ESTIMATION

Starting repairs prematurely without a complete understanding of the extent of the damage can result in incomplete or inadequate repairs. Patiently going through the adjustment process allows for a more accurate estimation of repair costs, ensuring that the insurance claim adequately covers the necessary expenses.

MAXIMIZING INSURANCE CLAIM SETTLEMENT

Engaging the insurance coverage experts at GlobalPro and taking the time to meticulously assess the damage can significantly enhance the insurance claim settlement. By working closely with a knowledgeable professional, condo associations can gather all necessary evidence, properly value the damages, and negotiate for a fair and comprehensive settlement.

AVOIDING FINANCIAL BURDENS

Comprehensive Damage Assessment: By being patient, condo associations can ensure that all damages are thoroughly documented, assessed, and accurately estimated. Rushing into repairs may lead to overlooking hidden damages that may emerge later, potentially leaving the association liable for additional costs.

For condo associations in Florida, understanding the difference between RCV and ACV is crucial for navigating the insurance claims process. It is equally important to exercise patience throughout the adjustment process to maximize the insurance claim settlement and avoid potential financial burdens. By working closely with the GlobalPro Team and thoroughly documenting the damages, condo associations can ensure they are fully indemnified and secure the necessary funds for complete restoration. Remember, patience is key to achieving a successful insurance claim outcome.

GlobalPro

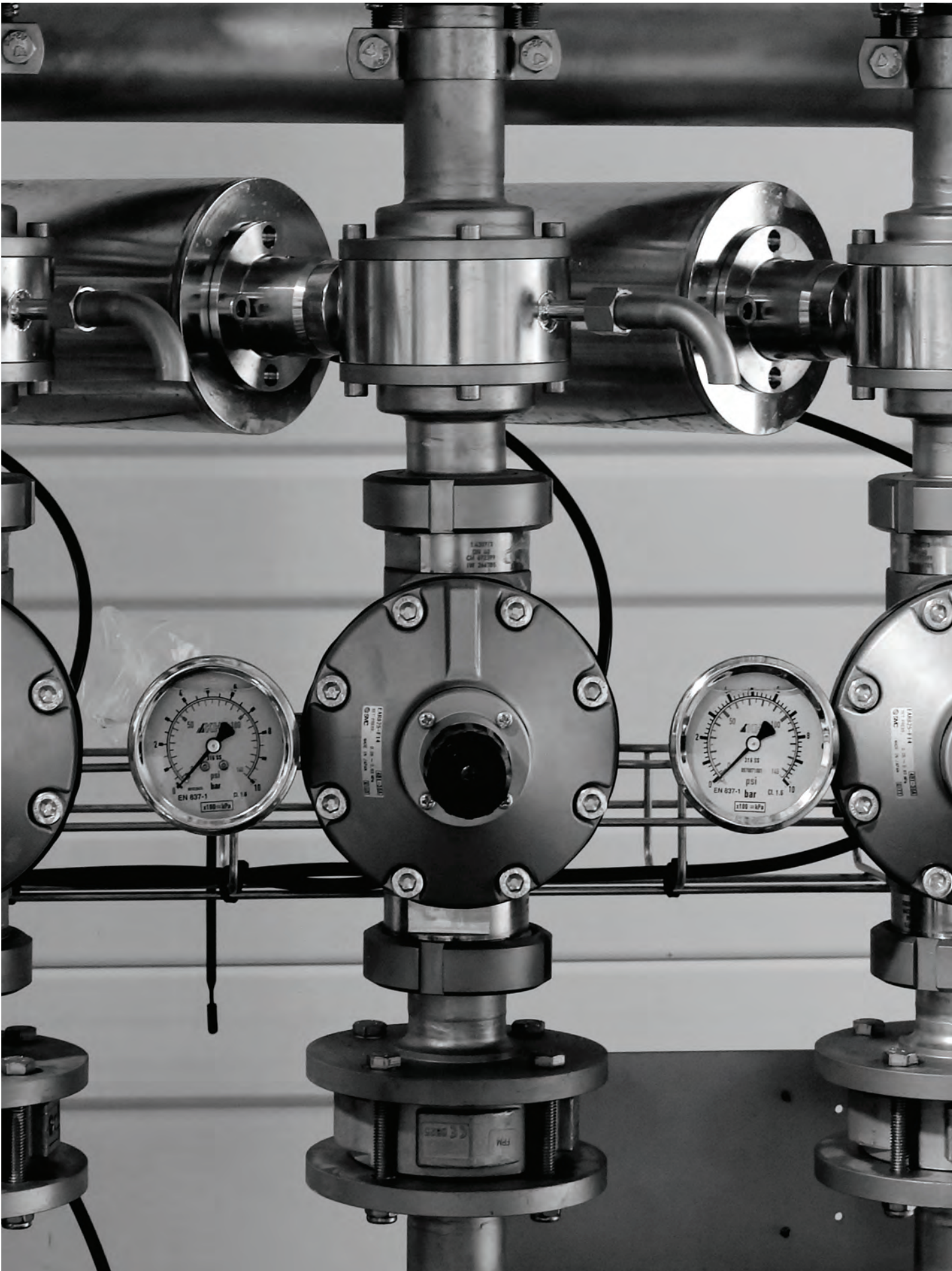
HOW TO WALK BUILDING

Exploring the Essentials:



OUR G.

Community Association Managers
Enhance Building Inspection Skills
at GlobalPro's Educational Event.





Reflecting back on our amazing field trips this year, the GlobalPro team was grateful for the opportunity to provide the RealManage SEFL team with two educational experiences that hopefully transcend the test of time.

The goal was to empower Community Association Managers (CAMs) with a comprehensive understanding of building maintenance and inspection, GlobalPro's Senior Vice President, Matthew Sengsourinh, spearheaded an enlightening educational event.

The gathering served as an opportunity for CAMs to acquire invaluable insights into the art of conducting condo building walkthroughs, by employing a comprehensive checklist to ensure the longevity and functionality of various building elements.

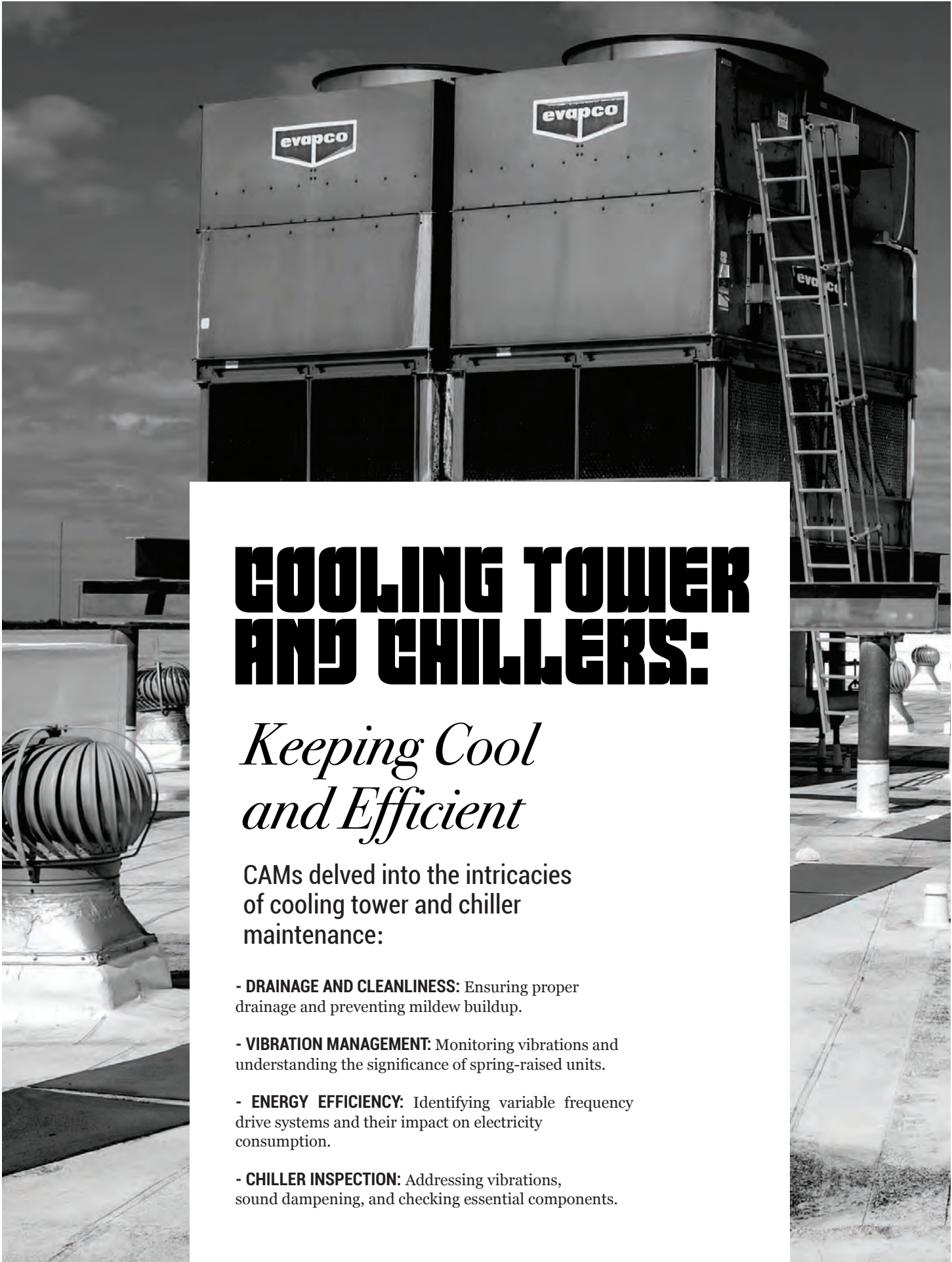
ROOF.



Covering All Aspects Above

The event commenced with a detailed discussion on roof inspection, where CAMs learned to scrutinize crucial elements:

- **DRAINS, SCUPPERS, WEEPHOLES, AND VENTS:** Clearing debris to prevent blockages and ensuring proper ventilation.
- **ROOF SURFACE:** Detecting signs of damage like cracking, curling, or granule loss.
- **TILE ASSESSMENT:** Checking for cracks, missing or loose tiles.
- **STRUCTURAL INTEGRITY:** Identifying soft spots and water pooling, if any.
- **SLOPE AND DRAINAGE:** Ensuring the roof slopes efficiently towards drains.
- **WATER DAMAGE EVALUATION:** Addressing complaints from unit owners or visible water damage.



COOLING TOWER AND CHILLERS:

Keeping Cool and Efficient

CAMs delved into the intricacies of cooling tower and chiller maintenance:

- **DRAINAGE AND CLEANLINESS:** Ensuring proper drainage and preventing mildew buildup.
- **VIBRATION MANAGEMENT:** Monitoring vibrations and understanding the significance of spring-raised units.
- **ENERGY EFFICIENCY:** Identifying variable frequency drive systems and their impact on electricity consumption.
- **CHILLER INSPECTION:** Addressing vibrations, sound dampening, and checking essential components.

AIR HANDLERS AND BOILERS.

The Heart of Comfort

A thorough examination of air handlers and boilers was covered in this segment:

- **FILTER CHECK:** Inspecting and replacing filters as needed.
- ELECTRICAL ASSESSMENT:** Ensuring electrical components are functioning optimally.
- **FAN PERFORMANCE:** Verifying the proper operation of fans for air circulation.
- **BOILER INSPECTION:** Scrutinizing piping, pumps, and overall boiler condition.



PARKING LOTS, STUCCO, AND POOL AREA:

From Ground to Structure

An exploration of various aspects of the building's exterior and amenities:

- PARKING LOT AND GARAGE:

Detecting settlement, cracks, and understanding the difference between expansion joints and cracks.

- STUCCO EVALUATION:

Checking all elevations, balconies, edges, and railings for integrity.

- POOL DECK AND PUMP ROOM:

Identifying issues like broken tiles or shifted pavers, and checking underneath elevated areas.

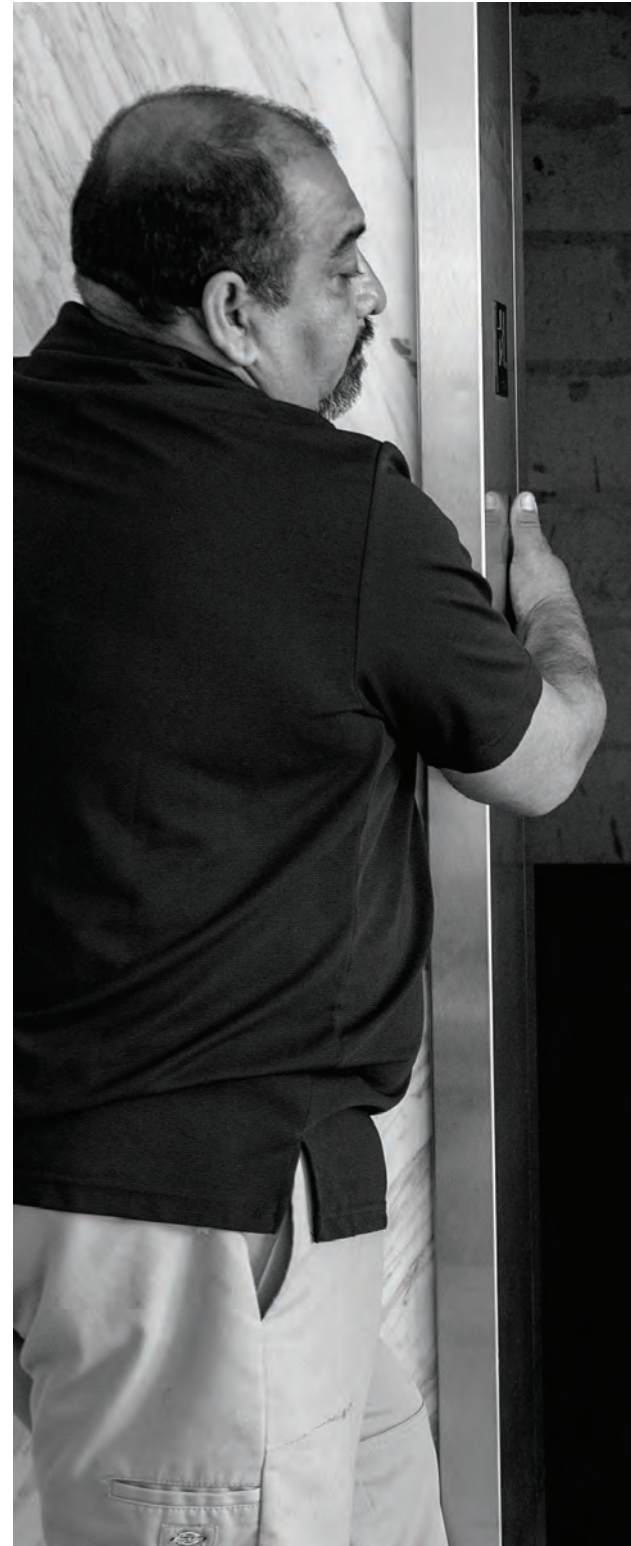


ESSENTIAL INFRASTRUCTURE:

Seawalls, Transformers, and Generators

CAMs delved into the crucial infrastructure that supports the building:

- **SEA WALL INTEGRITY:** Identifying settlement, shifts, or concrete deterioration.
- **ELECTRICAL ASSESSMENT:** Monitoring for recent surges or lightning strikes.
- **GENERATOR OPERATIONS:** Ensuring proper functioning and knowledge of fuel storage.





FACILITY MAINTENANCE:

Gym and Elevator Pit

CAMs explored interior facility components:

- **GYM CONDITION:** Identifying signs of wear and tear, rust, or maintenance needs.
- **ELEVATOR PIT AND MECHANICALS:** Addressing alarms, codes, and the new door locking mechanism requirement.

We truly believe that GlobalPro's educational event provided CAMs with a comprehensive guide to inspecting and maintaining various elements of condo buildings. As a result, a foundation has been created for these CAMs, who are now better prepared to meet their fiduciary duties by upholding the quality of living for residents and protecting the value of the properties under their care.

EMPOWERING YOUR PROPERTY MANAGEMENT TEAM:



Elevate your property management team's capabilities by engaging with GlobalPro.

Contact us to arrange a customized educational event that equips your CAMs with the skills they need to excel in their roles.

Let's work together to ensure the success of your properties and the satisfaction of your residents, now better prepared to meet their fiduciary duties by upholding the quality of living for residents and protecting the value of the properties under their care.

GlobalPro[®]
CALL 
USFIRST
855.487.7475

GlobalPro

JUNE 1 \ NOVEMBER 30

STORM SEASON IS HERE.



CHECK ALL THE STORM UPDATES AT www.globalpro.com/stormcenter

GlobalPro



DAMAGE HAPPENS.

#INSURANCECOVERAGEEXPERTS

GlobalPro

MANAGING RISK TO RECOVERY

*THIS IS A SOLICITATION FOR BUSINESS. IF YOU HAVE HAD A CLAIM FOR AN INSURED PROPERTY LOSS OR DAMAGE AND YOU ARE SATISFIED WITH THE SERVICE PROVIDED BY YOUR CURRENT INSURANCE COMPANY, YOU SHOULD CONTINUE TO WORK WITH THAT COMPANY. IF YOU ARE NOT SATISFIED WITH THE SERVICE PROVIDED BY YOUR CURRENT INSURANCE COMPANY, YOU MAY WANT TO CONSIDER CONTACTING A PROFESSIONAL INSURANCE BROKER TO ASSIST YOU IN FINDING A NEW INSURANCE COMPANY. GLOBALPRO IS NOT AN INSURANCE COMPANY AND DOES NOT PROVIDE INSURANCE. GLOBALPRO IS A SERVICE PROVIDER THAT CAN ASSIST YOU IN MANAGING RISK TO RECOVERY.

CALL 
USFIRST

855.487.7475 GLOBALPRO.COM

RECOVER@GLOBALPRO.COM

WITH THE PAYMENT BY YOUR INSURER, YOU MAY DISREGARD THIS ADVERTISEMENT." MICHAEL M. SENGSOURINH - FLORIDA LICENSE #W649412

9:41

Getting Started



What happened?

My property was damaged by a:



Fire



Tornado



Flood



Theft



Hurricane



Windstorm

Next



claimscalculator.com

The Future of Insurance Claims:

A Look at Griffin Data Services'
Claims Calculator™



In recent years, the insurance industry has observed an escalating interest in, but slow adoption of Artificial Intelligence (AI). Now, with Griffin Data Services' launch of Claims Calculator, the world's first crowdsourced insurance claim information platform, the future of AI in insurance is taking a significant leap forward. This groundbreaking tool offers insured property owners a revolutionary way to compare their policy and recovery to historical claim payments, policy forms, and other local market databases in real-time.

The Future of Insurance AI insurance.

AI has been progressively integrated into numerous industries, and insurance is no exception. The role of AI in this field is continuously evolving, particularly in claims management, fraud detection, risk assessment, and customer service. In the coming years, AI-powered technologies are predicted to further streamline these processes, making insurance services faster, more accurate, and more personalized.

Griffin Data Services' Claims Calculator takes the potential of AI and multiplies it by the power of crowdsourcing, creating an unprecedented resource in the insurance sector. By collecting and analyzing a vast array of real-world data from thousands of policyholders, the Claims Calculator helps policyholders validate their insurance company's property loss estimates against a broader dataset. The introduction of this kind of transparency and data accessibility is a game-changer for the insurance industry.



Addressing Common Complaints.

An analysis by ValuePenguin has identified the most common consumer complaints about insurance. They include delay in claim handling, denial of claim, unsatisfactory settlement or offer, premium and rating, and policy cancellation.

Claims Calculator is poised to address and mitigate several of these complaints, particularly those related to claim handling and settlement offers. Policyholders often feel frustrated and left in the dark when it comes to understanding how their claim is evaluated and settled. With Claims Calculator, they gain a sense of control and transparency that has often been lacking in the traditional insurance model.



claimscalculator.com

Claims Calculator: Revolutionize the Claims Process™

Claims Calculator is an innovative solution for several challenges the industry is currently facing. The tool promises transparency, fairness, and speed – key factors that can Revolutionize the Claims Process™.

Transparency.

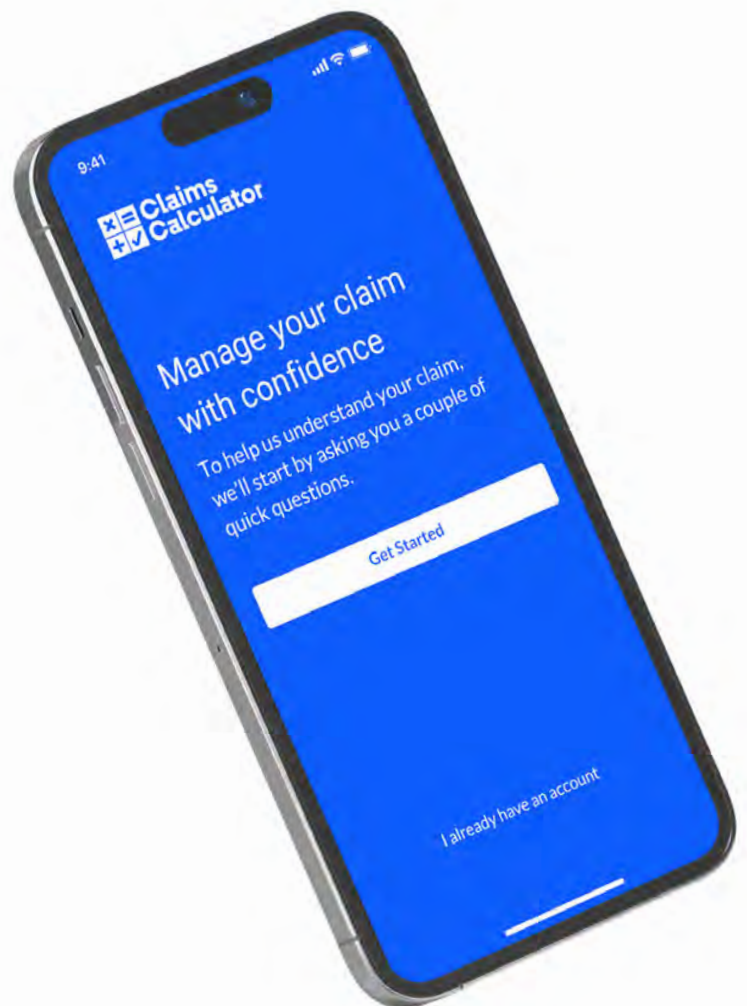
By comparing a user's policy and recovery to historical claim payments, policy forms, and other local market databases, the platform fosters transparency and trust in the claims process. Users can confirm that their settlement offer is fair and consistent with industry standards.

Fairness.

The platform provides data-based evidence to support claim decisions, helping to alleviate concerns about unsatisfactory settlements or offers. This approach could go a long way in addressing consumers' concerns about perceived fairness in the claim resolution process.

Speed.

With real-time comparison capabilities, policyholders can quickly validate their insurance company's estimate. This feature can expedite claim resolution, addressing common complaints about delays in the claims handling process.



In recent years, the insurance industry has observed an escalating interest in, but slow adoption of Artificial Intelligence (AI). Now, with Griffin Data Services' launch of Claims Calculator, the world's first crowdsourced insurance claim information platform, the future of AI in insurance is taking a significant leap forward. This groundbreaking tool offers insured property owners a revolutionary way to compare their policy and recovery to historical claim payments, policy forms, and other local market databases in real-time.



COMING SOON.



claimscalculator.com



GRIFFIN STRONG

2012

2022

PROTECT

GLOBALPRO.COM

★ FISHING TEAM ★

GLOBALPRO'S SECOND ANNUAL FISHING TOURNAMENT

REELING IN THE FUN



WITH CEOMC

Diving into Summer 2023, we celebrated our second Annual GlobalPro Fishing Tournament! Our goals were simple: unite Property Management companies, offer education, and ensure a unique and enjoyable experience. As our event grows, we keep refining it, but after two years, we're proud of what we've achieved.

MIAMI - FLORIDA

06-16-2023

This year we doubled the number of boats bringing together community members, industry pros, and special guests from top property management companies like KW Property Management Group, RealManage Family of Brands and Grand Manors, The Castle Group, Affinity Management Services, Wright Management Group, and Trident Management, and more.

Throughout the day, as teams aimed for the winning catch, conversations flowed, networks expanded, and lasting memories formed.

We learned about our businesses, industry insights, and strategies to tackle changing legislation. Of course, the highlight was the exciting competition and unforgettable happy hour at Monty's, where we bonded even more.

Our aim is clear: to create connections and strengthen the industry. At GlobalPro, we're all about expertise and community building. We cannot wait for the 3rd Annual GlobalPro Fishing Tournament – it's going to be bigger and better!





MADE ELEVEN YEARS OF GlobalPro STEEL



GLOBALPRO IS YOUR INSURANCE COVERAGE EXPERT BEFORE, DURING AND AFTER ANY LOSS OR DAMAGE.

OUR MULTIDISCIPLINARY TEAM IS COMPRISED OF PROFESSIONALS WITH EXTENSIVE EXPERIENCE IN INSURANCE, LAW, CONSTRUCTION, ENGINEERING, FINANCE, AND TECHNOLOGY. WE LEVERAGE OUR SIGNATURE PROCESS, READY, RECOVER, REBUILD 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 DALLAS, NEW YORK, NAPLES 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

GLOBALPRO.COM

"THIS IS A SOLICITATION FOR BUSINESS. IF YOU HAVE HAD A CLAIM FOR AN INSURED PROPERTY LOSS OR DAMAGE AND YOU ARE SATISFIED WITH THE PAYMENT BY YOUR INSURER, YOU MAY DISREGARD THIS ADVERTISEMENT."
MICHAEL M. SENGSOIRINH - FLORIDA LICENSE #W649412

GLOBALPRO.COM