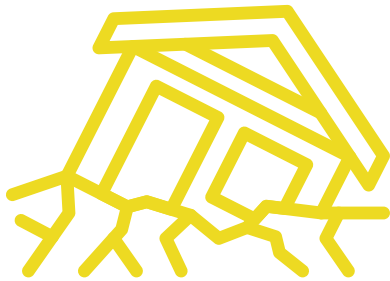
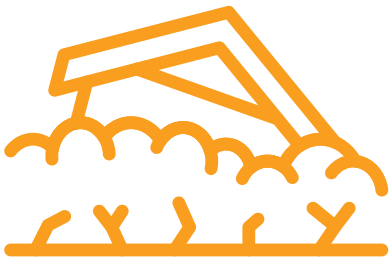


A GUIDE FOR EARTHQUAKE CLAIMS



Triple-S Propiedad understands the need to rapidly process your claim when a seismic event has affected your property. This guide identifies the information and documents you need to include with your claim to speed up the process. In addition, it addresses frequently asked questions about coverage when facing this risk.

CLAIM PROCESS

➤ Before filing your claim, make sure you include the following information and documents.

- **Physical address** of the property
- **Telephone number and email address** if of the contact person.
- **Photos or video** of the damage to property.
- **Written description** of the property damage.
- **A copy of the latest appraisal** or opinion on the value of the insured property.
- If your coverage includes personal property and you are to claim personal property losses, including content, losses or of personal property, please provide a **detailed inventory of the losses** suffered. This should include a description of the losses that considers amount and worth of the property loss.
- **Include cost estimates, invoices or payment receipts** that indicate the values claimed.
- List the **name of your bank or property debt holder** and the loan number or contract.
- Provide any other document or material evidence that may prove the value of your claim for losses suffered.

➤ Once you file your claim, we will assign a claim number for future reference.

➤ You may file your claim through the following platforms:

OUR WEBSITE • www.ssspropiedad.com

You can file your claim with no need to register. However, once you register under registered policyholders, you may follow your claim status, see if claim payments have been issued and file related supporting documents if needed through our website.

SERVICE CENTERS

- San Juan F.D. Roosevelt #1510
- Caguas Angora Building, Luis Muñoz Marín Ave, at the Corner of Troche
- Mayagüez Barrio Guanajibo, Road 114 KM 1.1
- Arecibo Caribbean Cinemas Building, Road #2 KM 810 Suite 101
- Ponce 2760 Maruca Ave.

➤ Once our Claims Department determines the claim has been fully filed, an adjuster is assigned to assess the damage and repair and/or replacement estimates. The adjuster files a report that lists a loss estimate and the payments to be made according to the policy terms and coverage. The adjuster presents you with the report for your review and acceptance.

FREQUENTLY ASKED QUESTIONS

ABOUT YOUR EARTHQUAKE COVERAGE

HOW DO I KNOW IF MY INSURANCE POLICY INCLUDES EARTHQUAKES?

If you have a mortgage with a bank, your property is insured for earthquakes. If you do not have a mortgage, you can call your agent to ask if your current policy includes that coverage. If it does not, you may purchase a personal package that includes it.

WHAT DO I DO IF MY HOME IS RENDERED UNINHABITABLE?

Your insurance policy may provide for that type of emergency under what is known as Additional Living Expenses. This provision can reimburse you for the increase in your living expenses as long as it is necessary and reasonable to maintain your normal life style if your property suffers damages that render your home uninhabitable and if it is included in your coverage.

The period during which your costs will be reimbursed is specified in the insurance policy. Ask your agent if your policy includes this provision and ask for an explanation of how it works. Keep receipts for any additional expense that you may include in your claim.

SHOULD I WAIT TILL MY PROPERTY IS INSPECTED BEFORE ENGAGING IN REPAIRS?

If you need to make temporary repairs to avoid greater losses, you do not have to wait for an adjuster to inspect your home or for the claim to be processed. Most property policies include a provision for reimbursements for reasonable costs that are necessary up to the limit specified in the policy.

Keep all receipts to process your reimbursement. Also, you do not have to wait for the adjuster or the claim to be processed to select a contractor to do the repairs. However, you must wait for the inspection so that damages are assessed properly according to your coverage before engaging in final repairs.

WHAT HAPPENS IF MY PERSONAL PROPERTY SUFFERS DAMAGES?

If your policy includes coverage for your personal property, including furniture and appliances, for example, make a list of all the articles damaged and provide it to the claim adjuster. Include manufacturers' names, model numbers, date of purchase and the prices at which they were bought. Include information on whether the article can be repaired.



CLAIMS, DEDUCTIBLE AND ESTIMATE

HOW LONG WILL IT TAKE TO PROCESS MY CLAIM?

The time it will take to complete processing your claim depends on several factors. Although we have additional personnel to manage an increase in claims volume after a catastrophic event, there can be hundreds or even thousands of affected clients. This, in conjunction with the complexity of your property damages, availability of resources and secure access to the damage structure would contribute to the time needed to resolve your claim.

HOW CAN I DETERMINE MY CLAIM STATUS?

There are two quick ways to see what is happening with your filed claim. You can call 787-707-7240 during work hours to speak with a member of the catastrophic claims team. You can also visit the Registered Policyholder section at ssspropiedad.com. If you have not registered, you can create an account to securely verify your claim's status, payments and submit any related documents.

WHAT IS A DEDUCTIBLE?

The deductible is the part of a covered loss for which you are responsible according to your policy. For example, if your covered claim is \$ 4,500 and your deductible is \$500, Triple-S Propiedad pays \$4,000.

HOW IS THE DEDUCTIBLE APPLIED?

The deductible is the amount of the loss that the policyholder assumes. It represents the policyholder's minimum share in the property loss. The settlement that you receive from Triple-S Propiedad will be based on the amount of your covered loss from the estimate, minus your deductible and any applicable depreciation.

WHY IS DEPRECIATION SHOWN IN THE ESTIMATE?

Depreciation is generally shown in all estimates for items that are not new. It represents a decrease in the value of the item due to age, wear, or market conditions.

WHAT HAPPENS IF I DO NOT AGREE WITH THE ESTIMATE?

Sometimes, despite our best efforts, differences can occur. If you disagree with our damage estimate, please report your objections. In many cases, we can resolve those differences by phone when they are supported by your policy. Our commitment is always to resolve the claims fairly. You also have the option of hiring an adjuster.

WHEN CAN I EXPECT TO RECEIVE A SETTLEMENT CHECK FROM TRIPLE-S PROPIEDAD?

In most cases, the adjuster will assess the damage, prepare a report that estimates the loss and, depending on the magnitude of the damage, will send us the loss estimate of damages for our approval. Once this estimate is approved, your check and a report including the loss estimate will be sent to you by mail or you can pick it up in our offices.

WHY DOES THE CHECK I RECEIVE FROM TRIPLE-S PROPIEDAD INCLUDE THE NAME OF THE MORTGAGE BANK?

If you have a mortgage on your property, the mortgage bank generally requires that it be named on your policy and included in the paychecks of claims for damage to your home. You should contact your mortgage bank to find out how to get their endorsement on the check.

CONTRACTORS

CAN THE TRIPLE-S PROPIEDAD CLAIM ADJUSTER RECOMMEND A CONTRACTOR?

Triple-S Propiedad does not recommend contractors after a catastrophe because they often experience a high volume of work due to the great number of properties that need repairs.

WHAT HAPPENS IF MY CONTRACTOR'S ESTIMATE DIFFERS FROM THE TRIPLE-S PROPIEDAD ESTIMATE?

If there is a difference between the loss estimate from Triple-S Propiedad and that of your contractor, you or your contractor should immediately contact the disaster claims adjuster assigned to evaluate any difference to adjust, if needed, the amount only for covered items.

HOW TO SELECT A CONTRACTOR

ASK

Talk to friends and family members who have had recent repair work.

INTERVIEW CONTRACTORS

Ask for references and review them.

MAKE SURE THE CONTRACTOR HAS AN INSURANCE POLICY

Ask the contractor for public liability insurance and Workers' Compensation.

CHECK WORK HISTORY

Get information about your contractor's work history.

MAKE A WRITTEN AGREEMENT

Require a written contract, include payment terms, and do not sign until you completely understand the terms.

AFTER YOUR CLAIM

NOW THAT I HAVE FILED THIS CLAIM, WILL MY PREMIUM INCREASE?

There are many factors that are taken into consideration to answer this question, this includes the policy's coverage, claim history prior to the catastrophic event, the type of loss and how long you have been insured with Triple-S Propiedad. The best source of information for this question is your Triple-S Propiedad insurance agent or broker.