



QUARTERLY NEWSLETTER

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RLL'S QUARTERLY FOCUS: CLAIMS

With 2020 in the rearview mirror, we are looking eagerly forward to seeing our customers, insurance partners, friends, and professional colleagues again in person and raising a glass together.

With more people at home, 2020 produced some interesting trends in claims. Total claims paid by RLL for 2020 totaled more than \$6.8 million, and 83.5% of paid claims were the result of fire. The average 2020 fire claim paid was a whopping \$26,475, an increase from the 2019 average fire claim of \$25,390.

Not surprisingly, water leak/discharge/ sewer back-up was the second most filed claim. It accounted for 16% of all claims with the average 2020 water-related claim being \$6,800, which is nearly identical to the average amount paid for 2019 water-related claims.

A pleasant surprise was that all 2020 covered peril-related claims, except for fire, were down slightly from 2019. Fire-related claims increased by nearly 6% in 2020 over 2019 paid claims. We also know that 2020 P&C-related claims increased by double digits, which continues to drive all significant increases in P&C premiums and deductibles. This makes the RLL program a must-have for property owners.

Thank you to our customers, our employees, and our insurance partners who have made sacrifices and significant adjustments to continue to do their jobs and fulfill their many career and family responsibilities during such difficult times.



OUR INSURANCE PARTNERS

Michael McGrade, ARM, CIC, has nearly 20 years of risk management expertise and insurance experience. Michael joined Arthur J Gallagher (AJG) in 2015, and his practice is focused in two main areas: in real estate and in manufacturing and distribution. Over his career, Michael has also worked with numerous clients to build and create captive insurance companies both in the US and internationally. He is a \$1 million+ revenue producer.

Michael has a bachelor's degree in history from the University of Kansas. He has an ARM, Associate in Risk Management, and a CIC, Certified Insurance Counselor, designation. We salute Michael as a RLL All-star.



RLL ALL-STAR

We salute **Michael McGrade** of AJG this quarter as an RLL All-Star.

To learn more, please visit www.rllinsure.com or email sales@rllinsure.com.

BEST PLACES TO WORK

RLL was named one of the best places to work in 2020 by the National Apartment Association (NAA). We are proud of this award. RLL employees are the engine that drives us. Our account managers, training team, claims team, and sales directors take great care of our loyal customers, and our IT team automates everything. We invite you to join the RLL family as a customer, agent/agency partner, or a member of our sales team. Contact us at sales@rllinsure.com.

COMPLIANCE CAMPAIGNS

With so many residents canceling their renters policies during the pandemic, many communities find themselves with many units without coverage. Our Risk Management division has launched numerous compliance campaigns reviewing the exposure of a community or an entire portfolio. The outcome of these campaigns is to help acquire coverage for all units, decreasing the community's exposure while rewarding each community for their efforts. Our campaigns have proven to be very effective, decreasing uninsured risk on average by more than 11%. To schedule a campaign or to learn more, please contact Ryan Daines, Director of Risk Management, at ryan@rllinsure.com.

THE RLL ADVANTAGE

RLL customers not only acquire a policy with an A+ rated carrier when they come into our program, but they also get best-in-industry customer and claims service along with IT support that integrates with all of the major property management software programs. That means RLL's IT infrastructure tracks all the covered units in your portfolio on any given day, highlighting coverage and exposure. RLL recommends our "all-in" program, which provides blanket coverage for communities and portfolios. With our substantial IT assets, RLL clients can feel secure and informed knowing which units have coverage.