

HUB

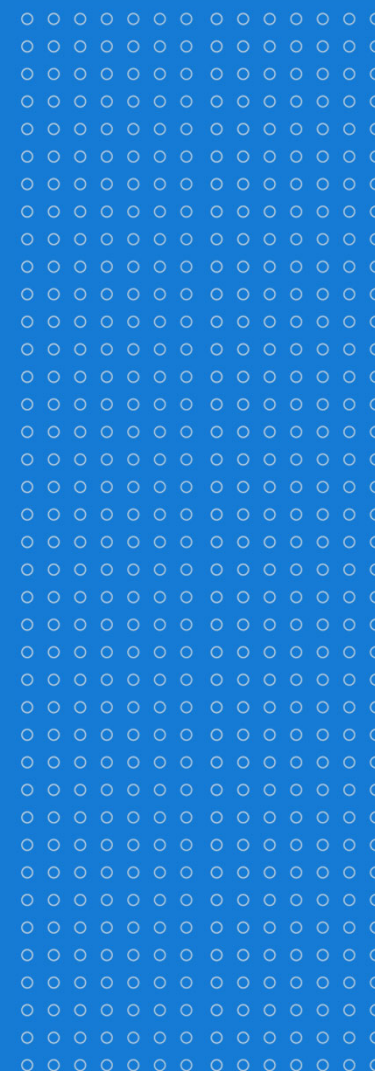
Introduction to HUB New England Condominium Practice

OUR MISSION

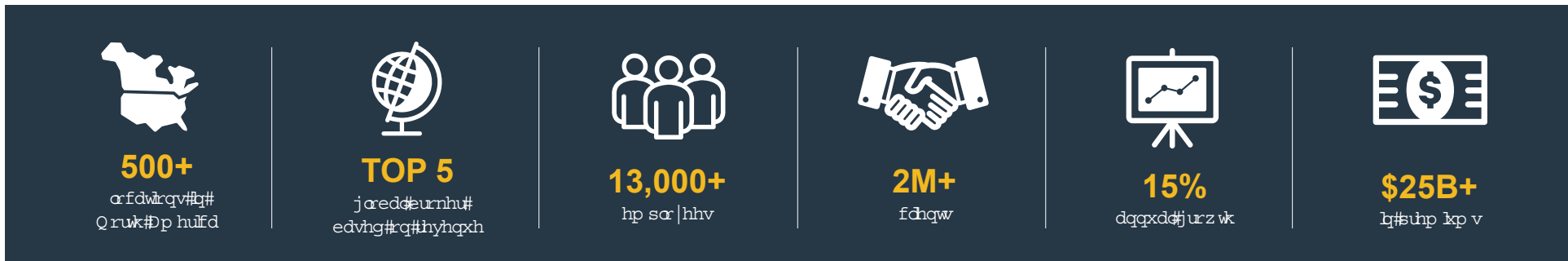
To create shareholder value and grow profitably by delivering unmatched service, expertise and insurance solutions to our clients and to empower our employees to learn, grow and make a difference in their communities

OUR CULTURE

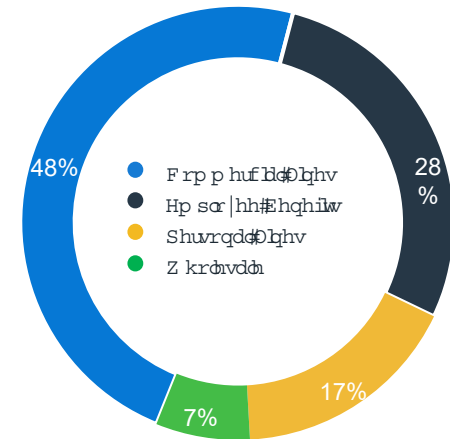
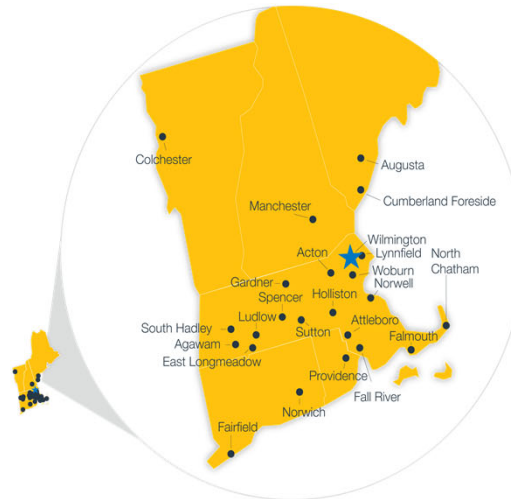
We were founded on entrepreneurship and are led by people just like you who built and ran their own businesses



HUB At A Glance



HUB International New England



HUB Real Estate— Commercial Lines Clout



Options and expertise— it's that simple. Due to our size, we possess industry market clout which enables us to work directly with many leading insurance carriers to provide you with a range of coverage options and solutions for your business. These valuable relationships, both cross-border and locally, allow us to negotiate the best combination of price and value on your behalf.

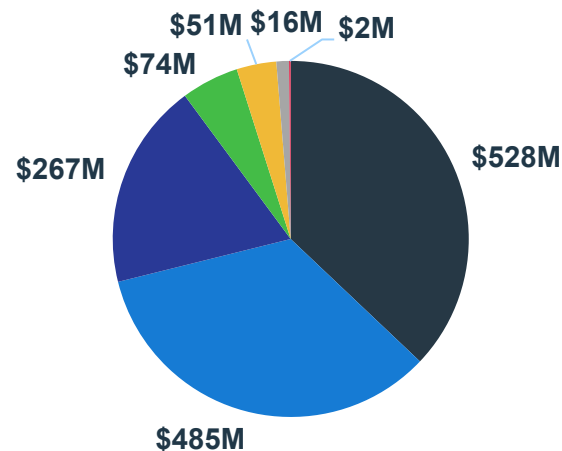
We know your business – let's protect your homeowners, tenants and properties.

- HUB brokers over \$1.5 billion of commercial insurance premium
- We serve over 84,000 real estate customers
- We manage over 90,500 insurance policies
- We represent over 200 insurers who write business in this industry

Client Count

●	24,200	Mixed Use Real Estate
●	30,900	Residential / Condominium
●	20,900	Commercial
●	3,080	Subdividers and Developers
●	3,400	General Real Estate
●	880	Real Estate Investment Trusts
●	200	Real Estate Services

Premium by Segment



2021 Real Estate Market Outlook



In 2021 insurance buyers will continue to feel the effects of the **hard market** in the Real Estate industry. HUB International is prepared with the experience and resources to support our clients.

WHAT DRIVES A HARD MARKET?

- Underwriting losses
- Poor industry results
- Decline in investment income due to lower interest rates
- An increase in natural disaster claims
- Social factors, such as “social inflation” of claims and ‘once-in-a-century events such as COVID-19, directly contribute to the cyclical market.
- Market consolidation has resulted in fewer insurers offering capacity

STATE OF THE MARKET

In 2019, primarily due to catastrophic losses, the increased cost of liability litigation and reduced investment income, insurance rates increased from 10% to more than 100% throughout North America.

In 2020, between the U.S. and Canada there were more than 16 natural disasters (including, wildfires, hurricanes, tornadoes and flood) that each caused at least \$1 billion in damage, tying the record set in both 2011 and 2017.

WHICH LINES OF COVERAGE ARE IMPACTED?

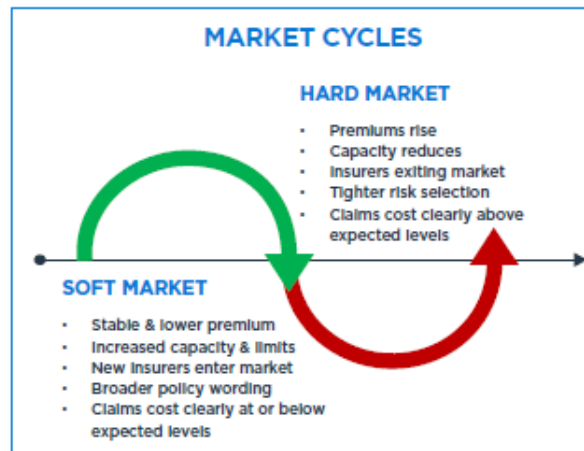
- **#1 Catastrophe Insurance** – Increased frequency and severity of claims in catastrophe prone areas
- **#2 Property Damage** – Increased rating and deductibles due to frequency and severity of losses
- **#3 Liability Coverage** – Increased litigation in current legal environment, leading to higher severity and larger compensatory casualty claims
- **#4 Employers' Liability** – Increasing workers' compensation claims in wake of the COVID-19 pandemic and focus on social governance

What is capacity?

Capacity is the largest amount of insurance or reinsurance available from a company or the market in general. Capacity is determined by financial strength and is also used to refer to the additional amount of business (premium volume) that a company or the total market could write based on excess (unused) capital—that is, surplus capacity.

Where does it all start?

The leading insurance markets dictate insurance cycles as local markets depend on Lloyds of London and the global insurance markets for capacity and reinsurance.



Finally, within such an environment, underwriters carefully review submissions, questioning and analyze every detail of information on the application. Together, we will work towards an insurance marketing effort that highlights your strengths of your operation.

As the 5th largest broker in the world, HUB has the knowledge, expertise and relationships with top carriers to deliver cost-efficient program design for your risk management program.

2021 will be a challenging year for both the Real Estate and Insurance industries - let's be prepared!

HUB's P&C Marketing Approach



Driving best in class terms, conditions and outcomes for our clients through our expertise, leverage and strong carrier partnerships.



Significant premium volume. Our relationships are yours



Senior leadership on carrier agency boards – local, national



Centralized marketing model with dedicated coverage experts



Experienced staff, qualified and accountable



In house risk services and technology tools



Dedicated claims advocates



National network of colleagues with borderless structure; member of WBN

Critical Path Process

HUB's marketing team follows a "Critical Path Service Process" throughout the marketing and placement of a client's program. A designated core team is assigned to each client and includes an account executive, account manager, and claims and risk management professionals. This team works closely together with you to monitor, measure and manage the success of the program. This "Critical Path Service Process" contains the disciplines of strategic program review, critique of existing program structure and services, claims history and trends, outstanding issues, a review of the 12 to 24 month client business plan, current market conditions and financial strength, with the goal of mapping out the most cost-effective and comprehensive marketing strategy.



HUB New England – Condominium Practice



30+ Years of Experience



1200+ Condo Association Clients



\$35M+ in Condominium Premium



Dedicated Service Team

We know your business

- HUB NE is the largest broker of condominium association business in New England
- We represent associations in every New England state
- We work with over 100 Property Management firms and tailor the master policy to protect their interest in the properties they oversee.

We recognize your needs

- We understand the nuances that make each master insurance program different. Including By-Law / Docs review as pertains to insurance
- We treat a property manager's portfolio on a relationship basis – each association gets personalized attention.
- We provide board and unit owner education to make sure everyone understands their respective insurance responsibilities.

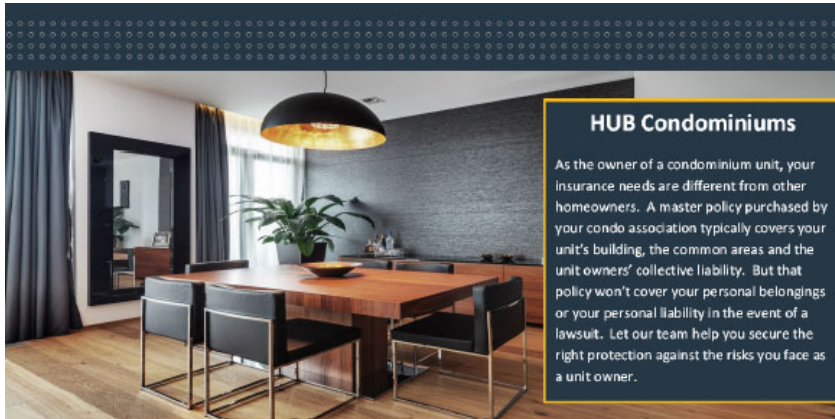
We have carrier respect

- We represent numerous carriers offering association coverage in New England.
- We have a dedicated marketing staff uniquely positioned to leverage our carrier relationships.
- We enjoy Preferred Status with our carrier partners which brings more weight to our negotiations on behalf of our clients.

We are at your service

- Our team of over 20 people specializes in condominium accounts.
- We have a Certificate desk with dedicated individuals to provide immediate response to lenders and unit owners.
- Our experienced account managers provide white-glove service on both the commercial and personal insurance for the association and unit owners. This includes General Assembly presentations.

HUB New England – Unit Owner Resources



Condominium Owners' Coverage Basics:

Dwelling/Additions and Alterations

- At a minimum, this limit should be equal to the deductible on your association's master policy. The limit should be increased if you are required by your association to insure unit fixtures, partitions or improvements/betterments.

Personal Property

- This limit covers the contents of your unit: furniture, clothing, household appliances and all your other personal belongings. The amount of this coverage is up to you – our agents can help you determine the right amount of insurance for your needs.

Personal Liability

- Liability insurance is about financial protection – for you and your family. This limit provides coverage for bodily injury and property damage sustained by others for which you or your family members are legally responsible.

Medical Payments

- The policy will pay up to the limit shown on the declarations page per person for medical bills – regardless of fault – when an accident involves bodily injury to others.

Condo Loss of Use

- If your unit is damaged due to a covered cause of loss, the policy pays for necessary living expenses you incur while your home is being repaired – up to the limit shown on your declarations.

Loss Assessment Coverage

- Provides up to \$1,000 of protection against financial loss if damage to commonly owned property exceeds the coverage in the Master Policy. Higher limits can be purchased and it is important to make sure your policy doesn't contain language limiting coverage for master policy deductibles.

www.HUBNECondo.com

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HO6 Limit Recommendations for Unit Owners at Sample Condominium Association 2021-2022

Coverage A – Dwelling:	\$ 5,000
Coverage C – Contents:	\$ 50,000
Additional Loss Assessment:	\$ 50,000
Personal Liability:	\$ 500,000
Medical Payments:	\$ 5,000
Deductible:	\$ 500

- The Master Policy deductible for your association is \$5,000 per occurrence and \$5,000 per unit water and ice losses. The \$5,000 Coverage A limit will be adequate to satisfy the master policy deductible and should include Special coverage (HO 17 32 or its equivalent).
- The \$50,000 Coverage C limit is our **recommendation for minimum coverage**; you may need higher limits depending on the value of your belongings. Additionally, valuable personal property items (i.e. jewelry and watches, fine arts, collectibles, musical instruments, etc.) should be evaluated for blanket or scheduled coverage.
- The Additional Loss Assessment endorsement on your policy should be evaluated to ensure it does not contain language limiting coverage for master policy deductibles.
- The \$500,000 Personal Liability limit is our recommendation for minimum coverage; you should also consider an Umbrella policy to further protect your assets.
- Higher Deductible amounts are available.
- Discounts are available:
 - Safety Device Credit – for deadbolts, fire/CO detectors and fire extinguishers
 - Alarm Credit – for monitored security systems (ADT, XFINITY Home, etc.)
 - Account Credit – if the same company writes your home and auto coverage

Our team will be happy to discuss all your insurance coverages – HUB provides options for Home, Auto, Boat and Recreation Vehicle policies.

HUB Personal Condominiums

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New for HUB Association clients:

Visit our website for an instant HO6 Quote!

www.hubnecondo.com

Use association code HUB461H to get started.

Claims Consulting



- Our consultants in New England have broad claim knowledge and experience with a variety of property, litigation, and coverage issues.
- Our team will tailor services to specifically meet your needs.

Services Include:

- **SIR/Deductible Analysis**
- **Claim Review**
- **Reserve Analysis**
- **Gatekeeper**
- **Coverage Disputes**
- **Litigation Management**
- **Claim reporting guidance**
- **Settlement Evaluation**
- **Disaster Planning Support**
- **OSHA Support**
- **ISO Support**
- **Claim Audits**
- **Third Party Administrator (TPA) Selection**
- **Subrogation/Second Injury Fund Recoveries**
- **Claim Data Analysis**

HUB's Claims Department is managed by Michael Kelley, who has over 30 years of experience overseeing all aspects of property and casualty claims. He has been an instructor at the Insurance Library Association of Boston for the last ten years. He is a former member of the Workers' Compensation Rating and Inspection Bureau (WCRIB) Claim Committee, as well as the Board of Governors of the Insurance Fraud Bureau of Massachusetts.

HUB's Risk Management Services



- Over 80 risk control and 200 claims consulting professionals located throughout the United States, Canada, and Puerto Rico, with partnerships around the globe
- Highly credentialed team with an average of 20 years experience in over 100 industries, including significant experience with Non-profits and charitable organizations
- Wide range of industry expertise, with ability to deliver core P&C, benefits, and high-net worth risk control, claims services, workforce productivity, risk technology, as well as specialty and industry-based risk solutions on a value-add basis
- Fully differenced service model that promotes a level of collaboration and “best in front” that is unparalleled in the brokerage industry



Identify exposures, hazards, and losses



Evaluate the effectiveness of current controls



Develop solutions to mitigate and eliminate



Implement Solutions



Measure and evaluate the solutions, adjusting to ensure the desired outcome



Thank you.