

# Engle Martin & Associates, Inc.

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Hurricane season is often a time that brings catastrophe (CAT) management plans to the forefront for review, as companies prepare for the increased chance of a major loss. A key factor in preparation is identifying the catastrophe management team, including internal members as well as important external service partners. Collaborating with the right independent adjusting firm is an important piece of a carrier or policyholder's catastrophe plan since the adjuster acts as the "eyes and ears" during the catastrophe claim process. Prior to hurricane season, Engle Martin & Associates, Inc., a national commercial loss adjusting and claims management firm, establishes a partnership with their clients as a dedicated claims resource.

Engle Martin recognizes the necessity of expanding service capabilities on a moments notice to manage the onslaught of claims reported during a catastrophic event. This requires a special infrastructure with experienced personnel in place to handle CAT specific claims, while a separate team maintains daily field assignments to ensure consistent claims service to all clients. During a catastrophic event, Engle Martin's central hub in the corporate Atlanta office oversees the claims triage process. Contact is made with the policyholder before the loss site is inspected, in order to collect pertinent details such as the extent of damage, number of locations, and the ability for the policyholder to return to business. These details allow the Engle



**"Our adjusters remain focused on service during a CAT."**

**-Elissa Morgan,  
AVP of Engle Martin's  
Claims Support Group**

Martin catastrophe management team, led by Don Ouzts, *Vice President*, and Elissa Morgan, *AVP of the Claims Support Group*, to pair the appropriate level of adjuster with the claim based on the size and complexity of the loss. "Our adjusters remain focused on service during a CAT," says Morgan. "They work quickly in the field to establish estimates on damages so they can be reported properly to insurance carriers associated with the losses, ultimately expediting claim resolution."

Preparation is the key to CAT planning success and preselecting qualified service partners will ensure a smooth process when an event occurs.



ENGLE MARTIN &  
ASSOCIATES, INC.

Adjusters & Claims Administrators

## At A Glance:

Engle Martin & Associates, Inc. is a leading national independent loss adjusting and claims management provider specializing in commercial property and casualty claims. The privately held and owner operated firm is committed to meeting the ever-changing demands of the insurance industry and to delivering consistent and quality claims service.

Engle Martin's team of insurance professionals has an unparalleled understanding of the complexities of risk and the innate ability to effectively control and manage the claims process through technical expertise, timely communication, and comprehensive loss reporting.

For more information, please visit our website at [www.englemartin.com](http://www.englemartin.com) or contact W. Todd Evans, Executive Vice President, at 800.818.5619 or [tevans@englemartin.com](mailto:tevans@englemartin.com).



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**Celebrating Fifteen  
Successful Years as  
"People You Know.  
Service You Trust."**

Thank you to our clients for 15 years of loyalty and support, enabling us to expand our national presence, enhance our array of commercial claims services, and reinvest in our most important asset—our people.

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