



Providing an emergency housing solution for a leading insurance company's catastrophe response (CAT) team.

Situation

When a recent disaster occurred, a leading property and casualty insurance company deployed an on-the-ground catastrophe response (CAT) team to support the large number of displaced policyholders in the impacted area. The insurance company required an emergency housing solution for the team that could provide:

- 24/7/365 access to comfortable, long term accommodations
- Flexible leasing terms and length of stay options
- Convenient locations in the impacted areas

Additionally, to ensure costs were managed effectively, the company required a solution that included consolidated, centralized billing. Previously, team members were negotiating lease terms and signing agreements without company authorization. This resulted in higher lodging costs, increased incidental charges and greater financial risks and exposure for both the employee and the client.

Challenge

The insurance company needed to secure a comprehensive emergency housing solution that would reduce costs and streamline the billing process so the CAT team could focus on meeting their policyholder's needs.

Solution

Insurance Housing Solutions™, with its broad inventory of hotels, apartments, homes and more, was able to provide the insurance company's CAT team with furnished apartments for an extended stay over 30 days. This solution offered several benefits, including:

- **Major cost savings.** By consolidating all disaster-related employee costs, using furnished apartments instead of hotel rooms, and identifying convenient options in a specific location, the client was able to reduce staff overtime previously spent on invoicing and processing, eliminate short term stay hotel taxes and worked with Insurance Housing Solutions to negotiate exceptional leasing terms for longer (60 day) stays.
- **Improved operating efficiencies through centralization.** Centralization of the temporary housing process through Insurance Housing Solutions allowed the client to improve operating efficiencies by providing a single source for all housing needs, streamlining CAT team location tracking, eliminating unproductive lease term negotiations including departure penalty issues and increasing critical management time needed for insurance claims.

Solution (Cont.)

- **Improved associate productivity.** Furnished apartments offered a more comfortable, home-like environment with larger living spaces, full-size kitchens and separate living rooms. This solution allowed the client's employees to focus less on the stress and inconveniences related to being away from home for long periods of time and more on fulfilling the displaced policyholder's needs.
- **Enhanced access to critical information.** Centralized event data allowed for simplified and consolidated catastrophe reporting. In addition, this functionality provided enhanced reporting features important for successfully managing expenses, sharing information and improving service.

Results

By offering a forward-thinking emergency housing solution that included simplified invoicing, a consolidated leasing process and more suitable housing accommodations, Insurance Housing Solutions was able to help the client save a significant amount of time, money and resources. As a result, the insurance organization experienced a savings of more than \$60,000 annually in taxes and reduced daily accommodation rates by approximately \$32/day for each apartment.

To learn more about this case study or how Insurance Housing Solutions can work with you to provide a temporary housing solution for your catastrophe response team, please call **1.800.990.9292** or visit **InsuranceHousingSolutions.com**.

