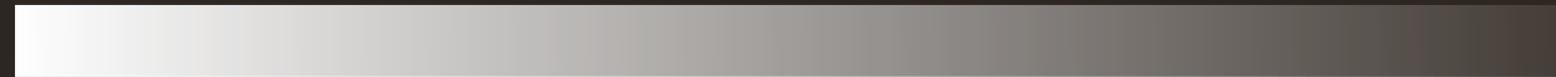


LIVE WEBINAR | EXPERT INDUSTRY PANEL

City Insurance

Insuring for the Unpredictable



THANK YOU FOR JOINING US TODAY

DISTINGUISHED.
PROGRAMS

Hello Everyone and Thank You For Joining us!

My name is Ritchie Vener, I am the SVP and Chief Marketing Officer at Distinguished Programs. responsible for developing and leading the marketing initiatives across Distinguished. I joined Distinguished in 2019. Prior to joining, I spent over 25 years in executive marketing positions at GE Capital and York Risk Services Group.



Host – Ritchie Vener
SVP and Chief Marketing
Officer Distinguished
Programs

Please Note:

- We will be sending all registrants a copy of the slides, the webinar recording, and a PDF with the questions and answers from today's session.
- If anyone has a question during the presentation please use the Q + A button on the bottom of your screen.



Distinguished Programs

D.

Distinguished Programs is a leading national insurance Program Manager providing specialized insurance programs for Real Estate, Community Associations, Hotels, and Restaurants. Serving the same core markets and partnering with the most stable and reputable carriers, Distinguished Programs' high-limit umbrella and primary insurance programs remain the clear choice in its areas of specialty for superior coverage, competitive pricing, and attentive service.

Meet the Experts



Lorraine Gallagher

AVP, Product Manager, City Insurance
Distinguished Programs



Matthew Walters

AVP, Underwriting Manager
Distinguished Programs

DISTINGUISHED.
PROGRAMS



What is City Insurance?

For Your City Housing Owners

Our City Landlord Insurance program addresses the needs of property owners (who are also landlords) with two to 100 units, including mixed-use, in designated cities. Easy, online submit-quote-bind makes it efficient and simple to get your clients covered.

Available in 23 designated cities across the nation (and growing every day!), this program provides comprehensive coverage with a range of value-added benefits. **The right coverage for your city landlord clients.**

Designed for the following City property types:

- Apartments
- Brownstones
- Mixed-Use

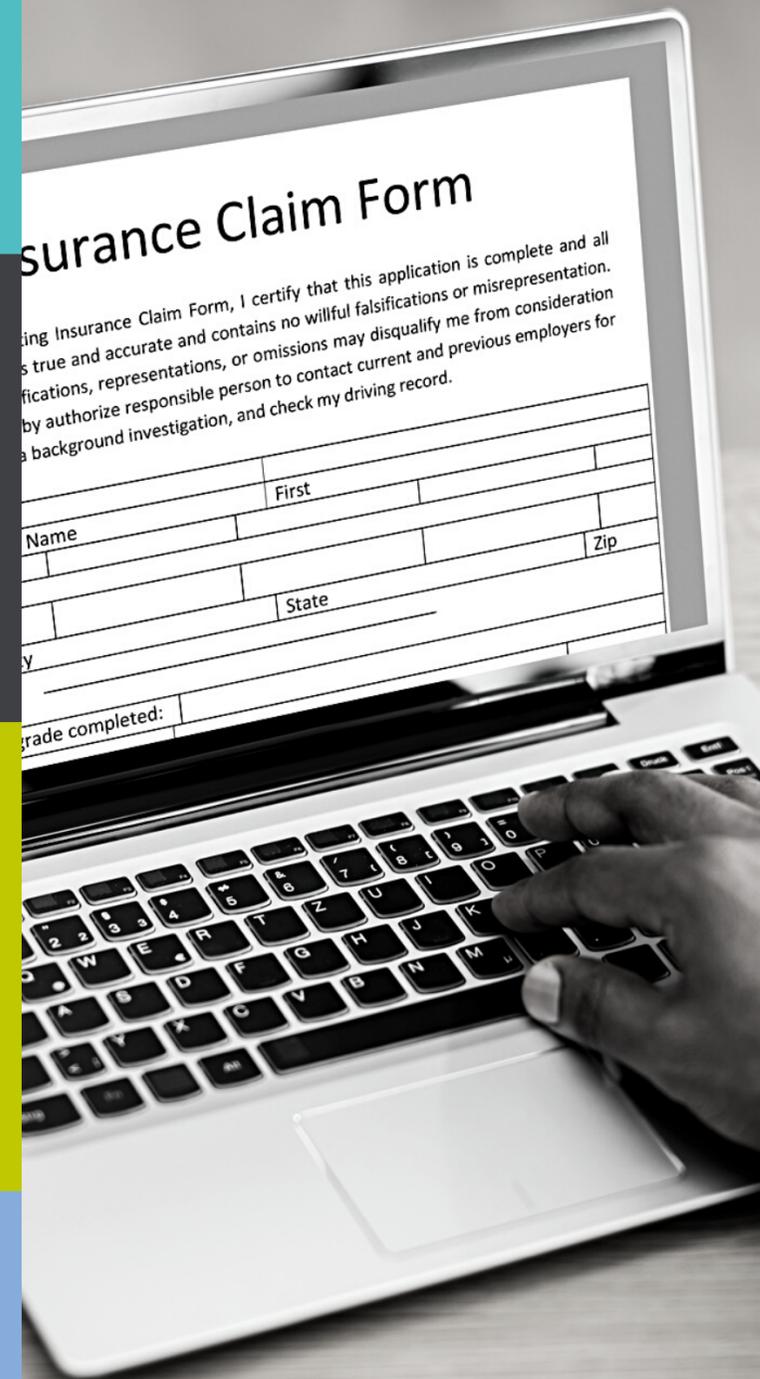
DISTINGUISHED.
PROGRAMS

How is it different from other insurance (is the biggest comparison to homeowner's or landlord insurance?)

Personal Lines: When we add personal lines, we are extending a commercial package policy with personal lines endorsements to extend to liability and property. Most offer one or the other. We are very competitive on 2-4 unit owner-occupied multi-family risks because otherwise, brokers are placing an apartment account with no household coverage and personal liability coverage or asking clients to bind both separately. While these risks may be rare, these insureds are burgeoning property investors that our policy allows you to offer unique benefits and control future investment opportunities.

Landlord Insurance: We have no age restrictions and offer a specialized program for major metro areas with life safety guidelines that are reflective of local building codes which gives you an advantage over most carriers underwriting guidelines. we understand that properties within cities/metro areas are generally older so we extend coverages that benefit both new and old properties. Ord or Law coverage exceeds our competitors offering, we have additional coverages that an insured can choose based on their liability and we offer additional property coverages for the more risk-averse individual to cover their investment - whether 1 or multiple locations. We like older properties (some competitors do not) and we are flexible on life safety.

What does it cover?



- "All risk" policy form unless the loss or damage is excluded or limited by other provisions
- Ordinance or Law
 - Included loss to the undamaged portion of the building
 - Additional limits for the demolition cost
 - Additional limits for the increased cost of construction
- Replacement Cost with Agreed amount endorsement
- Back-up of Sewers and Drains included
- Minimum AOP deductible \$1,000 with \$2,500 water damage deductible; AOP deductible options up to \$25,000
- Terrorism (TRIA) coverage included automatically
- Equipment Breakdown/building machinery, heating/cooling systems, miscellaneous electrical apparatus
- NEW! Rentals and condos are now eligible for Express Real Estate Umbrella

Features

Ready To Submit?

It's easy. Just go to our online portal and get started. If you haven't registered as a broker, you'll need to do that first. And if you need any help, we're here.



DISTINGUISHED.
PROGRAMS



Commercial General Liability

- \$1M per occurrence/\$2M aggregate on Bodily Injury, Property Damage, Personal and Advertising Injury
- Medical Payments
- Employee Benefits Liability optional
- Hired & Non-Owned Automobile optional



Personal Lines

- \$1M per occurrence
- Personal Inland Marine (fine arts, furs, jewelry, silver, bicycles, antiques, musical instruments, cameras)
- Additional Living Expense



Optional Endorsements And Coverages

- Optional & flexible Flood and Quake coverage – sublimit applied and extended after underwriter review
- Auto
- Crime
- Employee Benefits

Program Highlights

For multi-family, condo and landlord properties

Our City Insurance program addresses the needs of property owners with anywhere from two to 100 units, including mixed-use, in designated cities. Easy, online submit-quote-bind via our online portal, this program is built to address the specific needs of city housing owners.

DISTINGUISHED.
PROGRAMS

Liability Insurance Highlights

- NEW! Rentals and condos are eligible for Umbrella
- Commercial General Liability \$1,000,000 Occurrence/\$2,000,000 Aggregate

- \$100,000 Damage to Premises rented to you
- \$5,000 Medical payments
- \$1,000,000 products & Completed Operations

- Personal Lines coverage for owner-occupied properties available – \$1 million per occurrence; personal inland marine; and additional living expenses
- Employee Benefits Liability and Hired & Non-Owned Auto offered as optional coverages

Property Insurance Highlights

- Ordinance or Law:
 - A – Full limit
 - B – 25% of building limit or min of \$400K
 - C – 25% of building limit or min of \$400K

- Underground Water / Back Up Sewer and Drain: Full Limit
- Foundations and Underground Pipes: 100K per occurrence
- Valuation: Replacement cost with agreed amount

- Optional Flood and Quake coverage
- Crime endorsement available for condos
- Water Damage included in building limit
- Mechanical Breakdown included in building limit
- Minimum AOP deductible \$1,000 with \$2,500 water damaged deductible; AOP deductible options up to \$25,000

Program Features

- A+ paper for insured and lender satisfaction
- Terrorism (TRIA) coverage included automatically

Eligibility

Reputation For Integrity.

Through thoughtful innovation, we foster growth and opportunity for our brokers, carriers, and employees alike, and our commitment goes far beyond the words we use in our communications. For decades we've been demonstrating our trustworthiness and professionalism to every individual and company we've interacted with. And throughout that time, our reputation for integrity has remained unchallenged.



Construction

- Joisted masonry or better; no age limit on building, subject to system upgrades
- Brick veneer in Denver, CO; Minneapolis and St. Paul, MN
- Frame in San Francisco, CA; Los Angeles, CA; Portland, OR; Seattle, WA; and Boston, MA (condos only)
- TIV up to \$25 million



Size

- 2-100 units, sweet spot is 2-15 units, \$1M-\$3M properties, and can include ground floor mercantile



Classes

- Apartment buildings, condos, co-ops, brownstones, mixed use

Availability

For Your City Housing Owners

Sometimes referred to as City Homes or Urban Homes, this program was designed for multi-family, often owner-occupied and mixed-use properties with two to 100 units. What makes them eligible? Their urban location and unique needs. Only available in designated cities.

DISTINGUISHED.
PROGRAMS

West Coast

- Colorado Springs, CO**
- Denver, CO
- Fort Collins, CO**
- Bakersfield, CA**
- Fresno, CA**
- Los Angeles, CA
- Sacramento, CA*
- San Diego, CA
- San Francisco
- Bay Area, CA
- Portland, OR
- Seattle, WA

East Coast

- Baltimore, MD
- Boston, MA
- NJ Gold Coast*
- Philadelphia, PA
- Pittsburgh, PA
- Washington, DC

Midwest

- Chicago, IL
- Minneapolis, MN
- St. Paul, MN
- St. Louis, MO
- Kansas City, MO

* Jersey City, Hoboken, Weehawken, West New York, Union City, North Bergen, Cliffside Park, Fort Lee, Bayonne and Edgewater

** Only available for rental occupancies

Questions

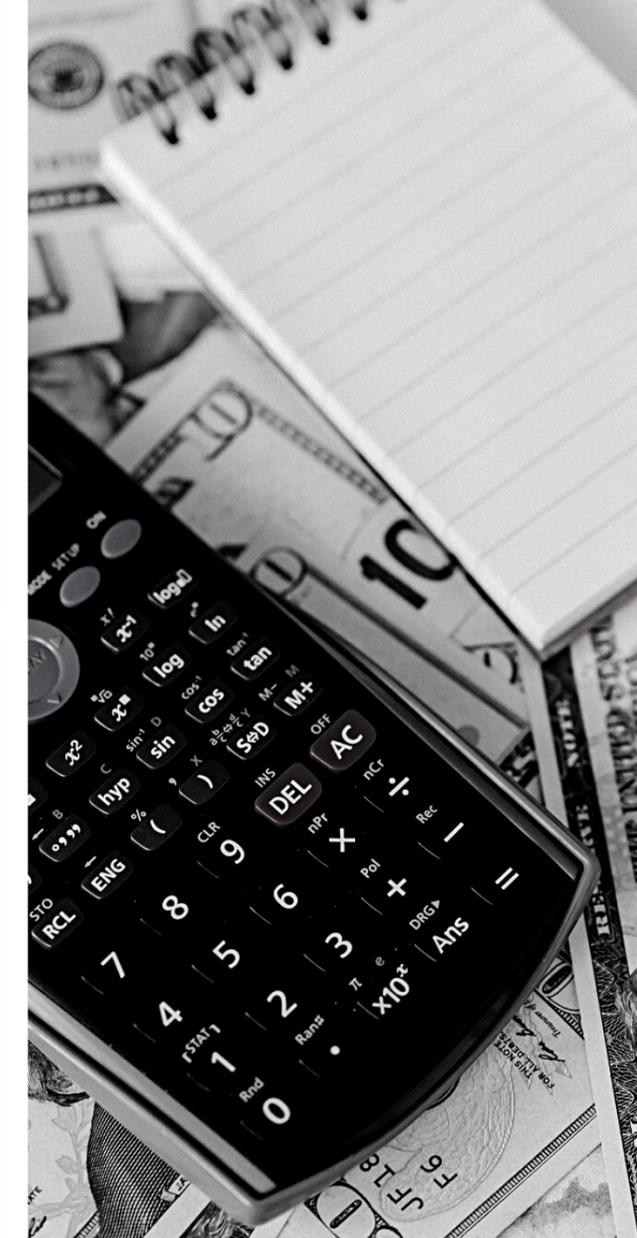
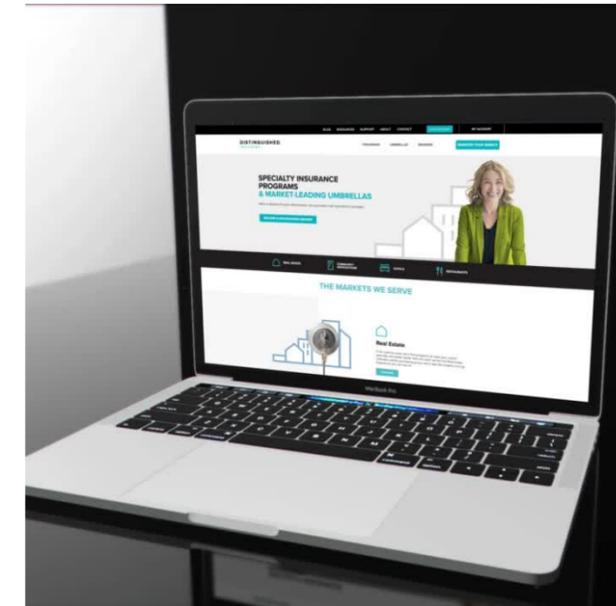
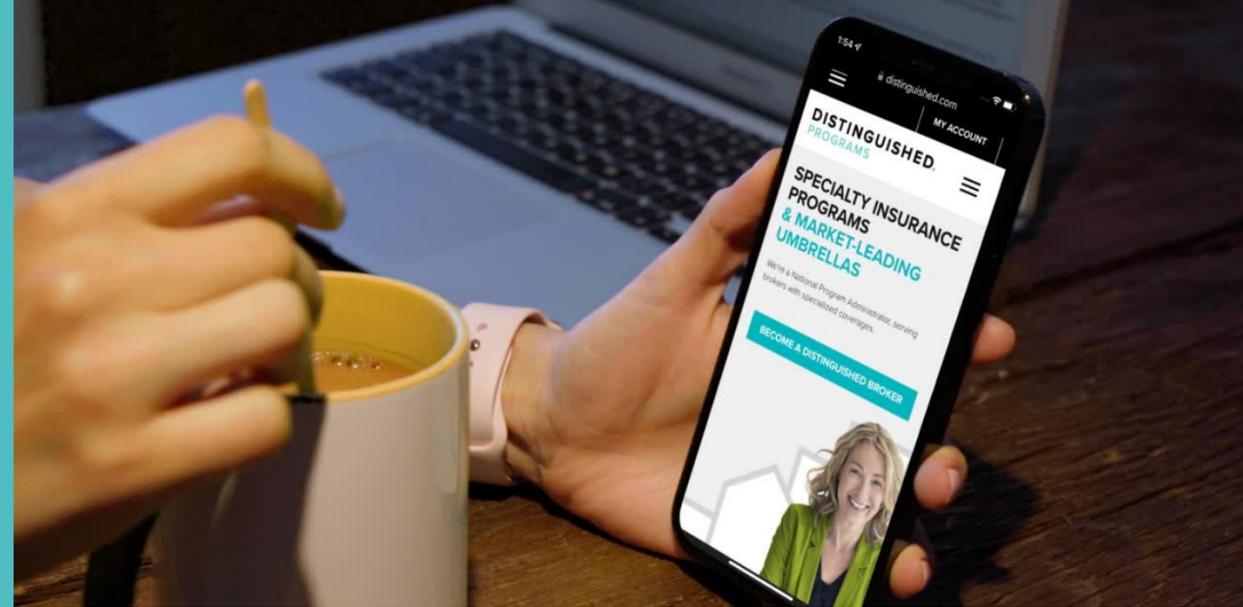
First, let's dive into our questions from attendees that sent in questions via email, then we will go live to today's attendee questions.

How do you submit new business?

distinguished.com

SUBMIT ONLINE 1-2-3

New business can be submitted through our broker portal found on our website, distinguished.com. The first time using the portal brokers will need to register their agency and create a login prior to being able to submit new business. If the broker has an account which is 7 or more locations, the broker can submit the paper application



**DISTINGUISHED
PROGRAMS**

Key Advantages

Competitively priced package policy

Competitively priced package policy that includes coverage for Equipment Breakdown, Back-up of Sewer and Drains, & Ordinance or Law A, B & C

DISTINGUISHED.
PROGRAMS

Key Advantages

- Policy holders have access to vetted, qualified tradespeople via Sedgwick Repair Services
 - Easy-to-complete application on our on-line portal
 - Automatic renewal process
 - Availability of Personal Lines forms for owner-occupied properties for contents coverage and additional liability coverage
-
- NEW! Now permitting pools (subject to safety requirements)
 - Replacement Cost valuation
 - Electronic policy delivery
 - NEW! Rentals and condos are now eligible for Express Real Estate Umbrella
-

Why Distinguished Programs?

- Single Or Multiple Locations
- Well-Maintained Properties
- No Age-Limit On Building

Sedgwick Repair Services

With access to Sedgwick Repair Services, insureds can repair or renovate with confidence. Sedgwick provides recommendations for local vetted and certified tradespeople.

Includes Specific Coverages

In a city environment, it is important to have coverages like Crime and Building Ordinance, to give your clients the kind of protection they need.

Yes On Mixed-Use

Mixed-use buildings are common in the city, retail on the ground level, habitational on the upper levels. City Landlord Insurance covers these types of property.

The Sweet Spot

Around 95% of habitational units in the city are mixed-use, with two to 15 units. That also happens to be our sweet spot and most competitive segment.

How long does it typically take from submission to bind?

- 24–48 hours from the working day that an account is submitted. Please note that when there is an urgent risk, call your Sales Executive directly to review, and then we can ask underwriting to prioritize.
- Seven (7) locations typically take longer to underwrite since we provide the broker the ability to submit the paper application, which gets uploaded to our quoting platform.



**24-48
hours**

DISTINGUISHED.
PROGRAMS

What things should brokers be aware of that can slow down the process?

DISTINGUISHED.
PROGRAMS

- Not having prior carrier information to confirm, no lapse in coverage, insured's loss history, and that the building meets life safety requirements.
 - Using the broker portal is the quickest way to make changes to a policy or to submit new business. If eligible, you can bind these transactions on the spot.
-





What are Some Underwriting Factors?
Insureds experience, management controls, property maintenance controls, and life safety



What to expect during the property inspection

Be Prepared

Correcting hazards found on your property protects you as the owner as well as those visiting or residing in the home from unexpected risks. In addition, improving the safety of the property reduces claims and costly lawsuits which may have a direct impact on your insurance premiums. During a home inspection, Distinguished Programs' loss control inspectors will look to identify potential property and life safety hazards.

After the Inspection

Following the inspection, a report will be prepared and sent to Distinguished Programs for review. Once the review is complete, you and your broker will be notified of any life safety or maintenance items requiring your attention.

Items that are strongly recommended for improvements, but the inability to make corrections will not delay or prevent insurance from being issued.

DISTINGUISHED. PROGRAMS

BE PREPARED.

What to expect during your property inspection

Correcting hazards found on your property protects you as the owner as well as those visiting or residing in the home from unexpected risks. In addition, improving the safety of the property reduces claims and costly lawsuits which may have a direct impact on your insurance premiums. During a home inspection, Distinguished Programs' loss control inspectors will look to identify potential property and life safety hazards.

1 BEFORE THE INSPECTION Your policy is on its way! An assessment of risks or potential hazards at your property needs to occur. Depending on details that were provided on the application, a partial or full inspection will take place.

FULL INSPECTION
The exterior and interior of the property will be inspected. A responsible party, likely the property owner, will need to be present. Don't worry, we will call to schedule a time that works best for you.

"DRIVE BY" PARTIAL INSPECTION
An inspector will come by to visually examine the exterior of your property and take photographs. They will walk around the exterior of the premises but will not attempt to gain entry to the interior.

2 DURING THE INSPECTION

FULL INSPECTION
In addition to the items from the partial inspection, your inspector will need to be provided access to both the basement, roof and common areas of the building. Your inspector will look for any life-safety concerns, trip and fall hazards, housekeeping exposures and property maintenance risks.

"DRIVE BY" INSPECTION
The inspector will examine the exterior of your home looking for maintenance issues and checking for trip hazards along sidewalks and steps; making sure handrails are present and secure; and looking for housekeeping and property maintenance risks and neighboring exposures.

3 AFTER THE INSPECTION Following the inspection, a report will be prepared and sent to Distinguished Programs for review. Once the review is complete, you and your broker will be notified of any life safety or maintenance items requiring your attention.

ESSENTIAL RECOMMENDATIONS
Items that must be fixed with proof of corrections. You will have 30 days to respond advising us of your course of action along with an estimated time frame for completion. If no response, your insurance will be at risk for cancelling.

RISK IMPROVEMENT RECOMMENDATIONS
Items that are strongly recommended for improvements, but the inability to make corrections will not delay or prevent insurance from being issued.

WWW.DISTINGUISHED.COM

Additional Tips for Passing Inspection

DISTINGUISHED.
PROGRAMS



Electrical

Electrical systems should be inspected by a licensed electrician every 3 to 5 years.



Bulbs

Replace interior and exterior bulbs as necessary.



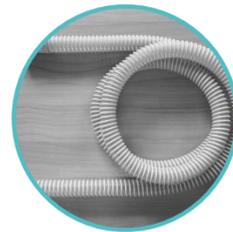
Cords

Avoid the use of extension cords for major appliances.



Sidewalk

Avoid storing items or parking on the sidewalk.



Hoses

Stainless steel reinforced hoses should be considered for laundry appliances as opposed to rubber hoses.

The importance of risk transfer and hiring qualified/insured contractors

Risk transfer requirements must be acquired through a written contract for the following parties: commercial tenants and 3rd party vendors/contractors. If this practice is not complied with, as outlined above and below, the risk is ineligible.

- A. Insured is provided with a certificate of insurance as proof of liability insurance
- B. Minimum underlying limits: \$1 million occurrence / personal injury and advertising injury and \$2 million general/products aggregate
- C. Insured is to be added as Additional Insured and held harmless by all applicable parties

All outside contractors working in your building(s) or on your premises should furnish the following:
Certificates of insurance to you showing you as additional insured.

The contractor should also provide coverage for you on their commercial general liability policy as an additional insured on their contractor's policy. Contractors must also provide their WC and DBL policies.

Indemnification agreement – hold harmless
You should also require the contractor and its' subcontractor to indemnify you and hold you harmless in regard to the work the contractor is performing.

These risk transfer techniques will reduce your liability exposure in the event of an occurrence involving the general public or an employee of the contractor.



Is an umbrella needed too?

Yes we can now offer supported umbrella's on underlying CHIP policies



DISTINGUISHED.
PROGRAMS

Eligibility for Umbrella

DISTINGUISHED.
PROGRAMS

Eligible

- Available limit options of \$1M, \$2M, and \$5M
- Available to rentals within City Insurance Program, community associations and commercial buildings
- Admitted umbrella coverage form (initially it will be non-admitted as we build out the program and obtain state filings approval)
- New partnership with SiriusPoint America Insurance with AM Best Rating of A- XIV
- Built for smaller schedules with 1-5 locations and needing lower limits. For schedules with more than 5 locations, please contact your sales executive

Not Eligible

- More than 5 locations
- No personal liability applied
- No named insured that contains = "TIC"
- No daycares
- Over 100 units – Policy Level



Current state of city insurance market?

The steady and significant rate increases in premiums are a key indicator of the current hard market. While more moderate in 2022, most personal and commercial product lines will find this is another year of rising premiums as underwriters work to compensate for losses.

DISTINGUISHED.
PROGRAMS

Questions?

Let's take some questions from our attendees today

Please note:

If we are running short on time and can't get to all attendee questions now, we will be emailing everyone a PDF with the questions and answers from today's session.

Follow Us

Find us on social media for market insights and industry news. Learn about our latest free webinars, eBooks, and Case Studies.



@distinguishedprograms1



@DistinguishedPG



Distinguished
Programs



distinguishedprograms



Distinguished
Programs



LIVE WEBINAR | EXPERT INDUSTRY PANEL

City Insurance

Insuring for the Unpredictable

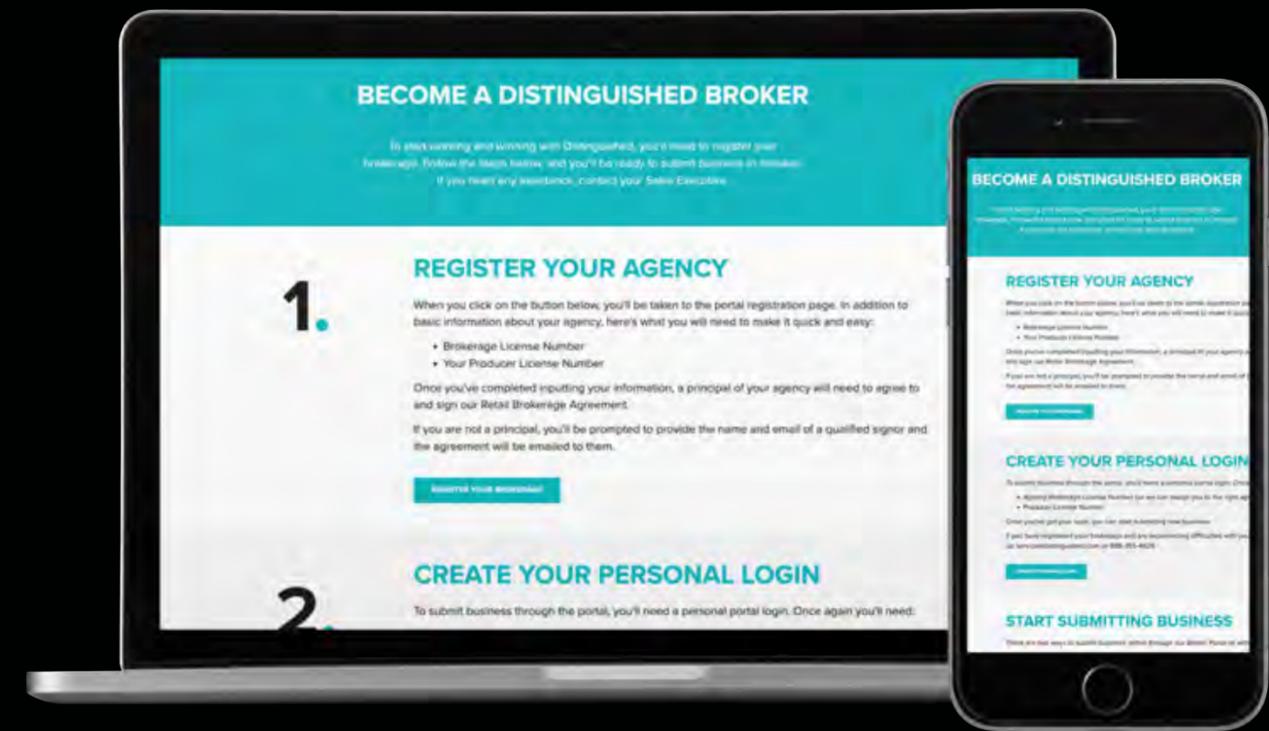
Thank you to everyone who joined us for today's webinar. Thank you for your time and have a wonderful rest of your day!

DISTINGUISHED.
PROGRAMS

Build more trust and grow your business with Distinguished Programs.

Submit-quote-bind business on
our Online Portal

DISTINGUISHED.
PROGRAMS



Get Started

Learn more about our quick online
registration process