

Coakley Bay Unit Owner Insurance Claim Submission Procedures – Hurricane Maria Damage

It is recommended that unit owners submit their claims against the CBA property insurance policy directly to our insurance adjuster, Linda Cole by email (lindacole@cl-uk.com) and copy Coakley Bay (generalmanager@coakleybay.org). The Marshall & Sterling website for submitting claims is currently overwhelmed, which is causing delays in forwarding the claim to Linda.

When submitting your claim, you should include “Coakley Bay Claim” and your condo unit number in the subject line of your email. In the text of the email, describe or list the damages and the itemized estimated cost to repair or replace. Attach copies of any supporting documentation, such as contractor estimates or paid invoices.

Once received, Linda and her associates will review the claim. They will respond with their approval of the claim, or with any items questioned, requests for additional documentation, etc. Currently, the expected turnaround time for receiving a response from the claim adjusters is two weeks, sometimes less. However, the adjusters are also responsible for processing the claims from not only Coakley but also other condominiums and other properties as well. The turnaround time in the future will vary depending on the number of claims received from all the properties they are handling.

Unit owners should wait until receiving approval from the insurance adjusters before commencing repairs. However, in some cases, unit owners may want to commence repairs before receiving approval for their claim (or before submitting the claim), because of contractor availability, etc. You may do so, but commencing repairs prior to receiving approval is at your own risk.

Coakley Bay has a list of contractors on its website under Vendors/Repairs. Your property manager (if you have one), friends and neighbors may also be able to provide contacts for contractors.

As a reminder, all contractors must register at the Coakley Bay office before they commence repairs.

Some owners have their own HO6 insurance. In these instances, we recommend the entire claim be submitted to both the CBA and the HO6 insurance carriers. Some elements of damage may be covered by the CBA insurance, some elements may be covered by the HO6 insurance and some elements may be covered by both.

The CBA insurance covers certain interior damage to the units “as originally constructed”. For owners that have units that have been upgraded, the incremental cost of the upgrade over and above “as originally covered” may fall under the HO6 insurance.

The CBA insurance does not cover personal property, such as furniture. Again, we strongly recommend those owners that do not have HO6 insurance, to purchase this insurance.

Owners are responsible for paying their contractors. Once repairs are completed, the owner must submit copies of the paid invoices to Linda Cole and the Coakley Bay office via email. Upon review and approval, the insurance company will pay CBA (the named insured). Coakley Bay will, in turn, pay the unit owner. If additional or hidden damage is found while performing repairs, an amended claim may be submitted for the repair of the additional damage.

An email address, (coakleybayinsurance@gmail.com) has been established for questions regarding insurance claim procedures. Questions regarding the specifics of your claim should be sent to Linda Cole, copying Coakley Bay at the email addresses above.