



Message to Insurers



- ✓ **Maintain a strong financial position and adequate solvency levels to respond effectively to catastrophic events.**



- ✓ **Ensure solid reinsurance programs that are appropriate for your risk profile.**



- ✓ **Review and update business continuity, recovery, and emergency response plans.**



- ✓ **Verify the availability of human resources to serve policyholders promptly.**



- ✓ **Assess the capacity and resilience of call centers, technology platforms, and claims management systems.**



- ✓ **Confirm the availability of adjusters and other resources necessary for handling losses and claims.**



- ✓ **Strengthen processes to ensure a fast, efficient, and policyholder-centered response.**



- ✓ **Promote clear, continuous, and timely communication with consumers before, during, and after a weather-related event.**



- ✓ **Consumer confidence is strengthened when insurers are prepared to respond promptly when they are needed most.**