



WEBINAR SERIES

How to improve your Insurance Compliance

May, 2020

Meet the team.



Anthony Villa
Moderator
*Director of
Marketing & Sales*



Nick McCracken
Lead Developer

Today you will learn:

1. **Challenges today with current Insurance Compliance solutions**
2. **The benefits of McCracken's Insurance Compliance application**
3. **How our Insurance Compliance application works**

Our agenda.

- ✓ Defining Insurance Compliance
- ✓ Insurance Compliance Challenges
- ✓ Automating the 4 C's of Insurance Compliance with McCracken's application
- ✓ Let's talk about how it works
- ✓ Summary

Let's align on terminology

McCracken defines **Insurance Compliance** as ensuring that adequate CRE property insurance is in place to protect the value of a lender's collateral, and resolving any non-compliant insurance requirements with the broker or borrower.

Insurance Compliance challenges

Current state

1. **Manually reviewing** insurance documents for compliance is a **slow process**.

2. **Human error occurs when misinterpreting coverages** compared with insurance requirements.

3. Drowning in a **sea of insurance documents** and spreadsheets.

4. **Sending multiple emails/letters** to brokers or borrowers for missing insurance documents.

5. **Following up and managing brokers/borrowers** for updated documents (like Acord forms).

6. **Insurance compliance is expensive**. It may even be your largest operational cost.

How McCracken Insurance Compliance can help

Future state

1. **Manually reviewing** insurance documents for compliance is a **slow process**.



1. Automate insurance compliance checks to be done in seconds **saving you lots of time**.

2. **Human error occurs when misinterpreting coverages** compared with insurance requirements.



2. Informs you if your insurance is compliant with your requirements or not to **eliminate risk**.

3. Drowning in a **sea of insurance documents** and spreadsheets.



3. Collect, upload and store ACORD forms in a central location to **stay organized and create an audit trail**.

4. **Sending multiple emails/letters** to brokers or borrowers for missing insurance documents.



4. Communicate your needs quickly w/ automated reminders and emails to **ask for missing documents**.

5. **Following up and managing brokers/borrowers** for updated documents (like Acord forms).



5. Create a workflow to **track and resolve outstanding issues** so the right people follow up.

6. **Insurance compliance is expensive**. It may even be your largest operational cost.



6. Automate your insurance compliance process yourself to **reduces your costs**.

Automate the 4 C's of Insurance Compliance



Capture

Comprehensive & historical insurance information, required coverages & important property characteristics



Compare

Lender/investor insurance requirements against coverages with our cloud-based intelligence engine that automates the compliance review



Communicate

With the borrower or broker to request updated coverages, ACORD forms



Control

Create a workflow to track and delegate tasks so the right people follow up and resolve missing information

Works with all policy types

- Boiler & Machinery
- Builders Risk Policy
- Business Automobile Insurance
- Business Income Policy
- Commercial Crime Insurance
- Commercial General Liability
- Commercial Package Policy
- Commercial Property Policy
- Difference in Conditions
- Directors and Officers Liability
- Earthquake Policy
- Employers Liability
- Environmental Liability
- Equipment Breakdown
- Equipment Floater
- Excess Flood Policy
- Excess Liability
- Excess Property Policy
- Fidelity Policy
- Flood Policy
- Garage Liability
- Liquor Liability
- Political Risk Insurance
- Professional Liability
- Terrorism Policy
- Umbrella Liability
- Windstorm Policy
- Workers Compensation

The process



Upload & extract
ACORD form data
to the cloud



The data is analyzed in
seconds for compliance
by the intelligence engine



A list shows you
what is compliant
and where you have
risk



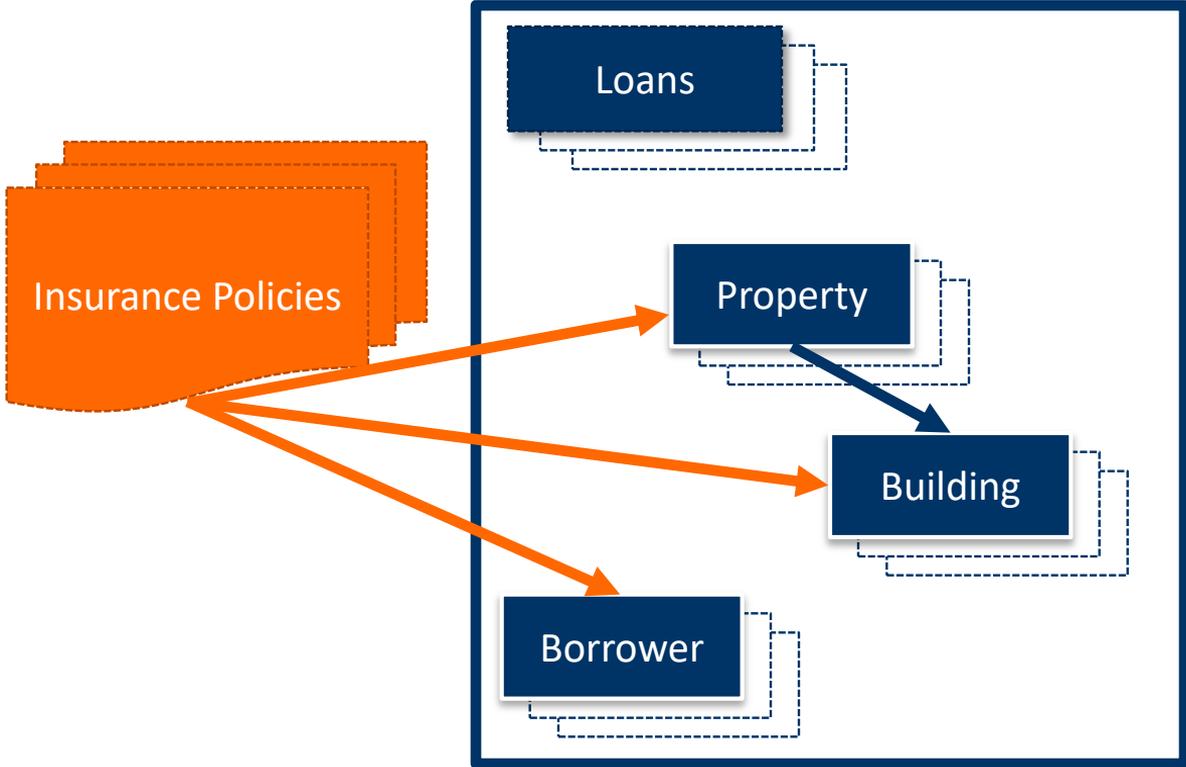
Create a new letter to
request compliant
policies from a broker
or borrower



Delegate tasks to your
team using Process
Manager workflow
tool

Data structure

- The Insurance Policy or Policies are associated to the building, properties or borrower
- Using the properties and borrowers we identify the loans



Let's talk about how the application **works**

Insurance Checklist

View Compliance Checks

OK Apply Cancel

Loan Mode Checklist Loan#: 210000001

Final Package Received: Statement End Date:

Process	Document Type	Document Name	Due Date	Date Received	Link	Waived	Notes	Actions
INSURANCE REVIEW AND COMPLIANCE (7479)	OTHER (OT)	Property / Builders Risk	06/24/2019					Select ▼
INSURANCE REVIEW AND COMPLIANCE (7479)	OTHER (OT)	Liability	06/24/2019					Select ▼
INSURANCE REVIEW AND COMPLIANCE (7479)	OTHER (OT)	Flood	06/24/2019					Select ▼
INSURANCE REVIEW AND COMPLIANCE (7479)	OTHER (OT)	Business Income/Loss of R	06/24/2019					Select ▼
INSURANCE REVIEW AND COMPLIANCE (7479)	OTHER (OT)	Boiler and Machinery	06/24/2019					Select ▼
INSURANCE REVIEW AND COMPLIANCE (7479)	OTHER (OT)	Windstorm	06/24/2019					Select ▼
INSURANCE REVIEW AND COMPLIANCE (7479)	OTHER (OT)	Earthquake	06/24/2019					Select ▼
INSURANCE REVIEW AND COMPLIANCE (7479)	OTHER (OT)	Umbrella/Excess	06/24/2019					Select ▼
INSURANCE REVIEW AND COMPLIANCE (7479)	OTHER (OT)	General Liability	06/24/2019					Select ▼
INSURANCE REVIEW AND COMPLIANCE (7479)	OTHER (OT)	Professional Liability	06/24/2019					Select ▼
INSURANCE REVIEW AND COMPLIANCE (7479)	OTHER (OT)	Excess Liability	06/24/2019					Select ▼
INSURANCE REVIEW AND COMPLIANCE (7479)	OTHER (OT)	Terrorism on Property	06/24/2019					Select ▼
INSURANCE REVIEW AND COMPLIANCE (7479)	OTHER (OT)	Auto Liability	06/24/2019					Select ▼
INSURANCE REVIEW AND COMPLIANCE (7479)	OTHER (OT)	Workers Comp	06/24/2019					Select ▼
INSURANCE REVIEW AND COMPLIANCE (7479)	OTHER (OT)	Directors and Officer	06/24/2019					Select ▼
INSURANCE REVIEW AND COMPLIANCE (7479)	OTHER (OT)	Fidelity Bond/Crime	06/24/2019					Select ▼
INSURANCE REVIEW AND COMPLIANCE (7479)	OTHER (OT)	Appraisal	06/24/2019					Select ▼
INSURANCE REVIEW AND COMPLIANCE (7479)	OTHER (OT)	Flood Determination	06/24/2019					Select ▼
INSURANCE REVIEW AND COMPLIANCE (7479)	OTHER (OT)	Zoning	06/24/2019					Select ▼
INSURANCE REVIEW AND COMPLIANCE (7479)	OTHER (OT)	PCNA	06/24/2019					Select ▼
INSURANCE REVIEW AND COMPLIANCE (7479)	OTHER (OT)	Seismic	06/24/2019					Select ▼

Shows: Active Received Not Received Waived All

Document Type: OTHER (OT) Document Name: Liability Due Date: 06/24/2019 Date Received:

Source: Notes Search Notes Upload External File

Most Recent Note:

- Creating a New Insurance Compliance Request will automatically build the Insurance Checklist based on Product Types.
 - Checklist includes all required policies and documents needed to complete due diligence
- Checklist will provide the ability to review required coverages
- Marking the item received will create the Policy Received task in the Insurance Review & Compliance Process

Expiration Letter

- Letter is generated from the checklist
- Generated by Date, Loan, Policy Type
- One letter per Loan
- Customizable

05/06/2020

Eastern Real Estate Properties, Inc.
25 Western Road
Billerica, MA 01821

Loan Number: 10020001

Property:
25 Western Road
BILLERICA, MA MA, 01821

All certificates must have the following mortgagee clause:
This is the Mortgagee Clause for Investor 100. First National Bank.

The following policies are expiring:

Boiler & Machinery	BL564763-05	2017-07-01
Commercial Property Policy	15CP987-43-7853TestLongDescrip	2017-07-01

Sincerely,
TEST ANALYST 1

Upload & store insurance documents

- ACORD forms
- Insurance policies
- System stores Forms in Notes
 - Allows any form/document to be stored

PDF Upload ✕

Select ACORD Form Type

ACORD 25 ▼

Choose File 25_Loan 21020010_GL.pdf

Upload
Reset

Upload Status

ACORD® CERTIFICATE OF LIABILITY INSURANCE							DATE (MMDDYY)
THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.							
IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).							
PRODUCER Brown & Brown of Florida, Inc. 1201 W Cypress Creek Rd # 130 P.O. Box 5727 Ft. Lauderdale, FL 33310-5727	CONTRACT NAME: (A.C. No./E#)		FAX (A.C. No.):		EMAIL ADDRESS:		
INSURED Northeastern Real Estate Properties, Inc.					INSURER(S) AFFORDING COVERAGE		NAIC #
					INSURER A: Columbia Casualty Company		
					INSURER B: Continental Casualty Company		
					INSURER C: Comp Options Insurance Co.		
					INSURER D: Progressive Express Ins. Co.		
					INSURER E:		
					INSURER F:		
COVERAGES			CERTIFICATE NUMBER:		REVISION NUMBER:		
THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.							
INSTR. LTR	TYPE OF INSURANCE	AOC# / SUB#	INSO. WVD	POLICY NUMBER	POLICY EFF. (MMDDYY)	POLICY EXP. (MMDDYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input checked="" type="checkbox"/> CLAIMS MADE <input type="checkbox"/> OCCUR <input type="checkbox"/> GEN'L AGGREGATE LIMIT APPLIES PFR <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO <input type="checkbox"/> LOC <input type="checkbox"/> OTHER			R4022749546	01/15/2017	01/15/2018	EACH OCCURRENCE (DAMAGE TO PROPERTY) \$ 1,000,000 PREMISES (EA occurrence) \$ 300,000 MED EXP (Any one person) \$ 10,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE PRODUCTS - COMPOF AGS \$ 3,000,000 Included
D	<input type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> HIRED AUTOS <input checked="" type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> NON-OWNED AUTOS <input type="checkbox"/> OTHER			061283809	01/15/2017	01/15/2018	COMBINED SINGLE LIMIT (Per accident) \$ 300,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
	<input type="checkbox"/> UMBRELLA LIAB <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> DECOR <input type="checkbox"/> CLAIMS MADE <input type="checkbox"/> DED <input type="checkbox"/> RETENTIONS						EACH OCCURRENCE \$ AGGREGATE \$ \$
C	WORKERS COMPENSATION AND EMPLOYERS LIABILITY ANY PROPRIETORS/PARTNERS/EXECUTIVE OFFICERS ARE EXCLUDED? (Mandatory in NH) If "No" describe below DESCRIPTION OF OPERATIONS below		Y/N N/A	AWC1074122	01/15/2017	01/15/2018	<input checked="" type="checkbox"/> EPA <input type="checkbox"/> STATUTE <input type="checkbox"/> OTHER E.L. EACH ACCIDENT \$ 500,000 E.L. DISEASE - EA EMPLOYEE \$ 500,000 E.L. DISH-ASP - POLICY LIMIT \$ 500,000
DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required) Additional Insured Second National Bank							
CERTIFICATE HOLDER					CANCELLATION		
Second National Bank 25 State Street Boston, MA 02109					SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.		
					AUTHORIZED REPRESENTATIVE		

Validate Uploaded Data

New Policies

[Policy Number: R4022749546](#)

[Policy Number: 061283809](#)

[Policy Number: AWC1074122](#)

Policy Information

R4022749547

Policy Type Commercial General Liability **Policy Number** R4022749547 **Effective Date** 01/15/2017 **Expiration Date** 01/15/2018 **Continuous Coverage** NO

Carrier Columbia Casualty Company	Rating Agency A.M. BEST	Carrier Rating FAIR B-	Source of Insurance Evidence Type Evidence Received Evidence Expired	Paid Receipt Audit Date Named Insured Includes Borrower Statement of Values Received
Agent Brown & Brown of Florida, INC.	Status Active	Cancellation Date	Retro Date	
Premium 0	Claim Trigger	Forced Placed NO		
Days to Cancel Non-Payment	Other Reasons			

[Edit](#) [View Compliance Checks](#) [View Rules](#) [Add Investors to Policy](#) [View Escrow Information](#)

Policy Loan Numbers (Expand +/-)

Loan Number	Most Recent Note
21020010 1 x	Received information from Agent
Excluded Loans	

Policy Interests (Expand +/-)

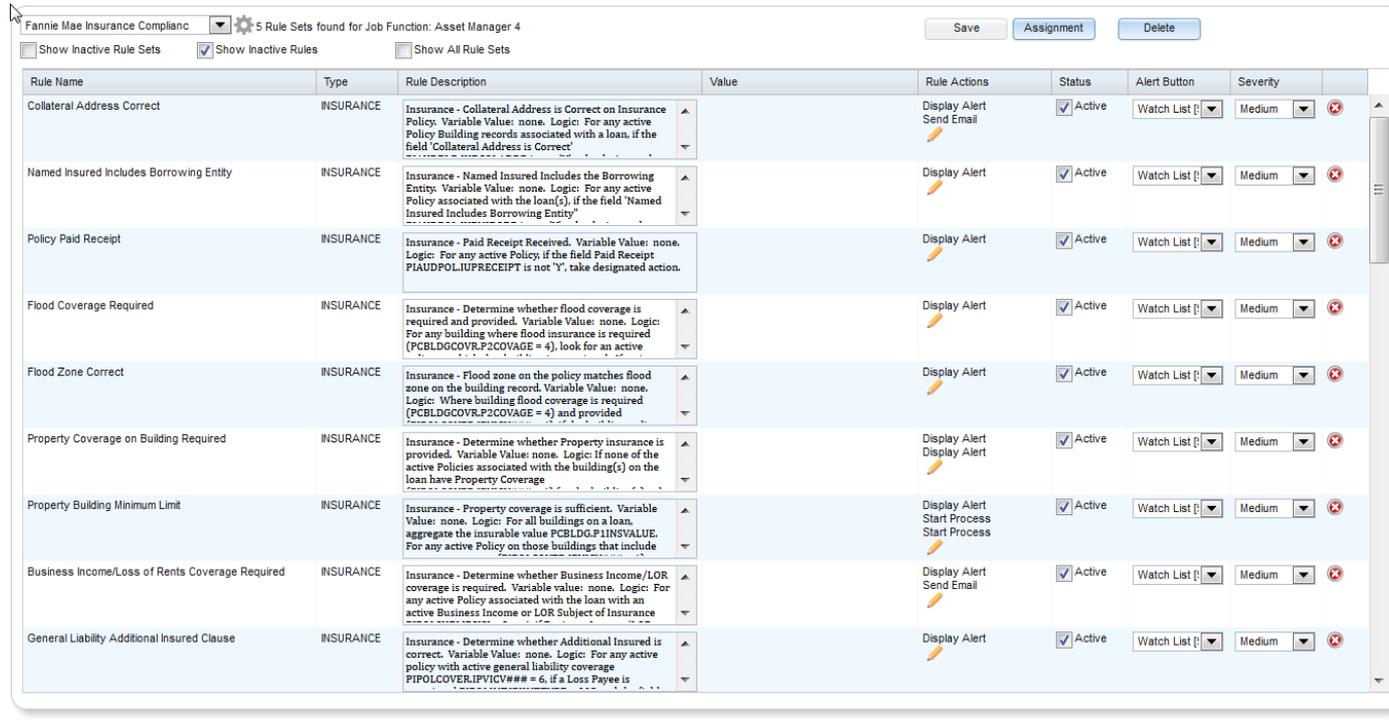
Loan Number(s)	Name	Mortgages Clause	Type	Description	Effective Date	Additional Interest Is Correct	Status
21020010	Northeastern Real Estate Properties, Inc. [20]		LEAD NAMED INSURED		01/15/2017		Active
Edit							

Component Coverage (Expand +/-)

General Liability Coverage	General Aggregate Limit	Limit Per Occurrence	Personal and Advertising Injury Limit	Medical Expense Any One Person	Status
01/15/2017	3,000,000	1,000,000	1,000,000	10,000	Active
Add Coverage					

Define Compliance Checks

- Fannie, Freddie predefined
- Can be copied and modified/limited



The screenshot shows a software interface for defining compliance checks. At the top, there is a header with a dropdown menu set to 'Fannie Mae Insurance Complianc', a gear icon, and the text '5 Rule Sets found for Job Function: Asset Manager 4'. Below the header are three checkboxes: 'Show Inactive Rule Sets' (unchecked), 'Show Inactive Rules' (checked), and 'Show All Rule Sets' (unchecked). To the right of these are three buttons: 'Save', 'Assignment', and 'Delete'. The main content is a table with the following columns: Rule Name, Type, Rule Description, Value, Rule Actions, Status, Alert Button, Severity, and a column with a red 'X' icon. The table contains ten rows of rules, all of which are 'INSURANCE' type and 'Active' status. Each rule has a 'Watch List' dropdown and a 'Medium' severity dropdown. The 'Rule Description' column contains detailed logic for each check.

Rule Name	Type	Rule Description	Value	Rule Actions	Status	Alert Button	Severity	
Collateral Address Correct	INSURANCE	Insurance - Collateral Address is Correct on Insurance Policy. Variable Value: none. Logic: For any active Policy Building records associated with a loan, if the field 'Collateral Address is Correct'		Display Alert Send Email	Active	Watch List [v]	Medium	X
Named Insured Includes Borrowing Entity	INSURANCE	Insurance - Named Insured Includes the Borrowing Entity. Variable Value: none. Logic: For any active Policy associated with the loan(s), if the field 'Named Insured Includes Borrowing Entity'		Display Alert	Active	Watch List [v]	Medium	X
Policy Paid Receipt	INSURANCE	Insurance - Paid Receipt Received. Variable Value: none. Logic: For any active Policy, if the field Paid Receipt PIAUDPOL.IUPRECEIPT is not 'Y', take designated action.		Display Alert	Active	Watch List [v]	Medium	X
Flood Coverage Required	INSURANCE	Insurance - Determine whether flood coverage is required and provided. Variable Value: none. Logic: For any building where flood insurance is required (PCBLDGCVR.P2COVAGE = 4), look for an active		Display Alert	Active	Watch List [v]	Medium	X
Flood Zone Correct	INSURANCE	Insurance - Flood zone on the policy matches flood zone on the building record. Variable Value: none. Logic: Where building flood coverage is required (PCBLDGCVR.P2COVAGE = 4) and provided		Display Alert	Active	Watch List [v]	Medium	X
Property Coverage on Building Required	INSURANCE	Insurance - Determine whether Property Coverage is provided. Variable Value: none. Logic: if none of the active Policies associated with the building(s) on the loan have Property Coverage		Display Alert Display Alert	Active	Watch List [v]	Medium	X
Property Building Minimum Limit	INSURANCE	Insurance - Property coverage is sufficient. Variable Value: none. Logic: For all buildings on a loan, aggregate the insurable value PCBLDG.P1INSVALUE. For any active Policy on those buildings that include		Display Alert Start Process Start Process	Active	Watch List [v]	Medium	X
Business Income/Loss of Rents Coverage Required	INSURANCE	Insurance - Determine whether Business Income/LOR coverage is required. Variable value: none. Logic: For any active Policy associated with the loan with an active Business Income or LOR Subject of Insurance		Display Alert Send Email	Active	Watch List [v]	Medium	X
General Liability Additional Insured Clause	INSURANCE	Insurance - Determine whether Additional Insured is correct. Variable Value: none. Logic: For any active policy with active general liability coverage PIPOLCOVER.IPVICV### = 6, if a Loss Payee is		Display Alert	Active	Watch List [v]	Medium	X

Check For Policy/Loan Compliance

Compliance Rule Violations							
Waive Alert Add Manual Alert Edit Manual Alert Export Alerts to Spreadsheet Generate Consolidated Letter							
Name	Loan Number	Policy Number	Effective Date	Expiration Date	Alert	Rule Number	Rule Description
Northeastern Real Estate Properties, Inc.	21020010	DSLCommWind2	08/07/2018	08/07/2018	Manual alert for loan 21020010 policy DSLCommWind2		Test adding manual alert, then updating it.
Northeastern Real Estate Properties, Inc.	21020010	15CP987-43-7854	10/01/2013	10/01/2014	Commercial Property Policy 15CP987-43-7854 Warehouse business income/loss of rents extended period of indemnity does not meet requirement	327	Business Income BI/LOR Extended POI # Days
Northeastern Real Estate Properties, Inc.	21020010	15CP987-43-7854	10/01/2013	10/01/2014	Commercial Property Policy 15CP987-43-7854 Warehouse total building deductible amount 10,000.00 exceeds maximum requirement	317	Property Building Max Deductible Amount
Northeastern Real Estate Properties, Inc.	21020010	15CP987-43-7854	10/01/2013	10/01/2014	Commercial Property Policy 15CP987-43-7854 0 days notice of cancellation for other than non-payment does not meet minimum requirement	304	Cancellation Notice Provision
Northeastern Real Estate Properties, Inc.	21020010	15CP987-43-7854	10/01/2013	10/01/2014	Commercial Property Policy 15CP987-43-7854 Warehouse building valuation method Actual Cash Value does not match required value	318	Property Building Valuation Method
Northeastern Real Estate Properties, Inc.	21020010	15CP987-43-7854	10/01/2013	10/01/2014	Commercial Property Policy 15CP987-43-7854 Warehouse building property agreed amount required with coinsurance percentage	320	Property Building Co-insurance % Agreed Amount
Northeastern Real Estate Properties, Inc.	21020010	15CP987-43-7854	10/01/2013	10/01/2014	Commercial Property Policy 15CP987-43-7854 Warehouse property building minimum form type Basic Form is less than required	321	Property Building Minimum Form Type
Northeastern Real Estate Properties, Inc.	21020010	15CP987-43-7854	10/01/2013	10/01/2014	Commercial Property Policy 15CP987-43-7854 Warehouse has no terrorism coverage	350	Terrorism Coverage on Building Required
Northeastern Real Estate Properties, Inc.	21020010	15GL987-43-7854	07/01/2015	07/01/2016	Commercial General Liability 15GL987-43-7854 10 days notice of cancellation for other than non-payment does not meet minimum requirement	304	Cancellation Notice Provision
Northeastern Real Estate Properties, Inc.	21020010	15GL987-43-7854	07/01/2015	07/01/2016	Commercial General Liability 15GL987-43-7854 no terrorism coverage exists on policy	338	Terrorism Required on General Liability Policy
Northeastern Real Estate Properties, Inc.	21020010	15GL987-43-7854	07/01/2015	07/01/2016	Commercial General Liability 15GL987-43-7854 general liability deductible amount 25,000.00 exceeds maximum requirement	334	General Liability Maximum Deductible Amount
Northeastern Real Estate	21020010	15GL987-43-7854	07/01/2015	07/01/2016	Commercial General Liability 15GL987-43-7854 no	336	Unintentional E&O Coverage

- Waive Alerts
- Add Manual Alerts
- Export to Spreadsheet
- Generate Consolidated Letter

Consolidated Compliance Letter

- Customizable
- Downloaded for Review
- Emailed
 - Borrower and/or
 - Agent

05/06/2020

Northeastern Real Estate Properties, Inc.
28 Western Road
Billerica, MA 01821

Subject: Please provide insurance information for the building below

Dear Northeastern Real Estate Properties, Inc.:

Your loan agreement obligates you to maintain insurance on the subject property. Our records show that the current insurance reflects the following non-compliance items. Please contact us via one of the options below to provide us with the resolution to the non-compliance items. If we don't receive proof of your coverage no later than 10 days after 2018-01-15, we may have to force place the coverage and you will be responsible for any costs associated with this new policy.

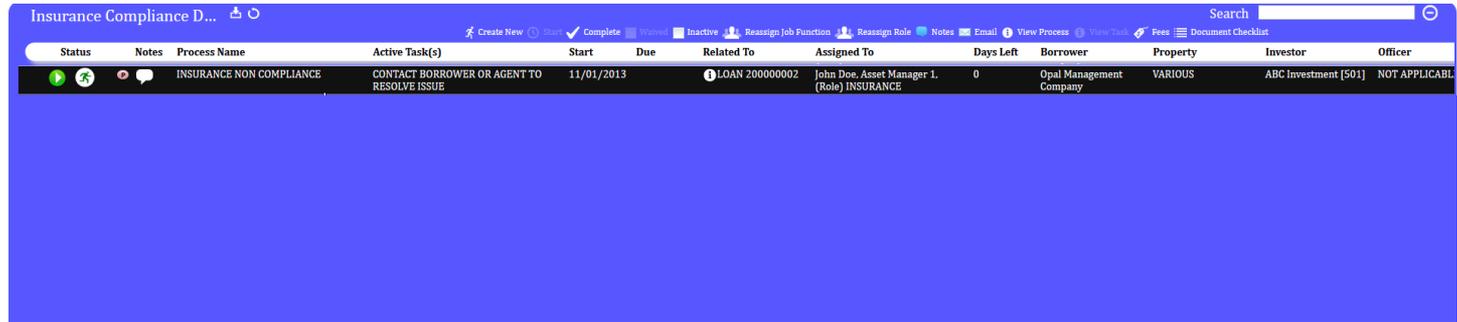
The insurance we buy may be significantly more expensive than the insurance you can purchase yourself and the coverage may not fully protect you or your building. To avoid this, you should provide us with your insurance information right away. The policy should be effective 2018-01-15, or we'll charge you for the policy we'll buy for the period that you don't have your own coverage.

The Mortgagee/Loss Payee should read as follows: Federal Home Loan Mortgage Corporation, as Master Servicer, on behalf of ABC Bank National Association, as Trustee, for the benefit of Holders of XYZ Commercial Mortgage Securities Corp., Multifamily Mortgage Pass-Through Certificates, Series 2019-SB64, as their interests appear c/o 5678e Bank, CRE Lending, 94923 Grove Road South, Suite 3200, Boston, MA 06134.

Name	Loan Number	Policy Number	Effective Date	Expiration Date	Alert	Value
Northeastern Real Estate Properties, Inc.	21020010	15CP987-43-7854	10/1/13	10/1/14	Commercial Property Policy 15CP987-43-7854 0 days notice of cancellation for other than non-payment does	20

Northeastern Real Estate Properties, Inc.	21020010	0612K3810	1/15/17	1/15/18	not meet minimum requirement Business Automobile Insurance 0612K3810 0 days notice of cancellation for other than non-payment does not meet minimum requirement	20
Northeastern Real Estate Properties, Inc.	21020010	R4022749546	1/15/17	1/15/18	Commercial General Liability R4022749546 0 days notice of cancellation for other than non-payment does not meet minimum requirement	20

Assign Compliance Tasks – Work Appears in Queue



The screenshot shows a software interface for 'Insurance Compliance D...'. At the top, there is a search bar and a menu with options like 'Create New', 'Status', 'Complete', 'Waived', 'Inactive', 'Reassign Job Function', 'Reassign Role', 'Notes', 'Email', 'View Process', 'View Task', 'Feed', and 'Document Checklist'. Below the menu is a table with the following columns: Status, Notes, Process Name, Active Task(s), Start, Due, Related To, Assigned To, Days Left, Borrower, Property, Investor, and Officer. The table contains one row of data:

Status	Notes	Process Name	Active Task(s)	Start	Due	Related To	Assigned To	Days Left	Borrower	Property	Investor	Officer
		INSURANCE NON COMPLIANCE	CONTACT BORROWER OR AGENT TO RESOLVE ISSUE	11/01/2013		LOAN 200000002	John Doe, Asset Manager 1. (Role) INSURANCE	0	Opal Management Company	VARIOUS	ABC Investment [501]	NOT APPLICABL

-  Takes you to the appropriate application – in this case Insurance to work with the policy.
-  Indicates there is a note in the process



The screenshot shows a note entry form with a text area containing the text: 'Commercial Package Policy 15428-AZ-8495 policy paid receipt flag is not 'Y''. To the right of the text area, the date '09/20/2017' is displayed, followed by a blue speech bubble icon. Below the text area is an 'Upload' button.

Scenarios

- Loan with multiple properties in flood zone with individual flood policies and buildings
- Loan with multiple properties; all on one Blanket Property and or GL Policy
- Loan(s) on blanket or property program and contain unrelated entities

A Note About History

- Policy's are never erased or overwritten
 - Changes create a new Policy while hiding the old one
 - Allows for Insurance Compliance at any point in time
- Complete Audit Trail & Notes Integration

Required Coverages by Building/Property

Required Coverages



Ok

Apply

Cancel

Available

Avalanche Coverage (31)
Avalanche Coverage on Business Income (32)
Backup of Sewer and Drains Coverage (33)
Backup of Sewer and Drains on Business Income (34)
Boiler and Machinery Coverage (17)
Business Income Coverage (8)
Business Income Coverage on Equipment (22)
Contents (58)
Directors & Officers Liability Coverage (24)
Earthquake Coverage on Business Income (15)
Employee Dishonesty Coverage (23)
Employers Liability Coverage (37)
Equipment Breakdown Coverage (42)
Equipment Coverage (11)
Excess Fidelity Bond (60)
Excess Professional Liability (59)
Flood Coverage on Business Income (19)
Garage Keepers Legal Liability (48)
Garage Liability Coverage (52)
Innkeepers Liability (57)
Life Coverage (50)

Add All >>

Add >

Remove <

Remove All <<

Selected

Automobile Liability Coverage (35)
Builders Risk Coverage (62)
Builders Risk Coverage Marine (51)
Commercial Crime Coverage (47)
Earthquake Coverage (5)
Excess Liability Coverage (20)
Excess Umbrella (61)
Flood Coverage (4)
General Liability Coverage (6)
Property Coverage (1)
Terrorism Coverage (14)
Workers Compensation Coverage (36)

Scenario 1 - Flood Policy for 1st Property

Policy Type Flood Policy **Policy Number** 123410142019nbn **Effective Date** 10/14/2019 **Expiration Date** 10/14/2020 **Continuous Coverage**

Carrier National Flood Ins. Program
Rating Agency FITCH
Carrier Rating SUPERIOR AAA 
Agent Continental Casualty Company
Status Active
Premium 6,666
Days to Cancel Non-Payment 1
Cancellation Date
Claim Trigger
Retro Date
Forced Placed NO
Other Reasons 90

Source of Insurance
Evidence Type
Evidence Received
Evidence Expired
Paid Receipt
Audit Date
Named Insured Includes Borrower
Statement of Values Received

[Edit](#) [View Compliance Checks](#) [View Rules](#) [Add Investors to Policy](#) [View Escrow Information](#)

Building Specific Subject of Insurance (Expand +/-)

Location - Address Barrington Woods, 123 Bark Trail, CLEVELAND, OH, OHIO 44103 **Loan Number(s)** 60073204 [View Collateral](#) [View Collateral Coverage](#) [Add Allocations to Loans and Investors Associated](#) 

Buildings

Number	Description	Address	Wind Zone	Flood Zone	Seismic Zone	PML Percentage	Legal Conforming	Effective Date	Flood Zone Correct
1		, , OHIO	01	A10	01	0		10/14/2019	

[Edit](#)

Subject - Type Building **Description** **Effective Date** 10/14/2019 **Status** Active 

[Add Interest](#)

Coverage

Flood Coverage	Coverage Limit	Deductible Amount
10/14/2019	100,000	9,000

Status Active 

[Add Coverage](#)

Scenario 1 - Flood Policy for 2nd Property

Policy Information

12341014FL

Policy Type Flood Policy **Policy Number** 12341014FL **Effective Date** 10/14/2019 **Expiration Date** 10/10/4202 **Continuous Coverage** NO

Carrier National Flood Ins. Program **Rating Agency** FITCH **Carrier Rating** SUPERIOR AAA



Source of Insurance BORROWER

Paid Receipt

Agent Continental Casualty Company

Evidence Type CERTIFICATE OF INSURANCE

Audit Date

Status Active

Cancellation Date

Retro Date

Evidence Received

Named Insured Includes Borrower

Premium 0

Claim Trigger

Forced Placed NO

Evidence Expired

Statement of Values Received

Days to Cancel Non-Payment 1

Other Reasons 90

Building Specific Subject of Insurance (Expand +/-)

Location - Address Austin Woods, , AUSTIN, TX, TEXAS 77027 **Loan Number(s)** 60073204

[View Collateral](#)

[View Collateral Coverage](#)

[Add Allocations to Loans and Investors Associated](#)



Buildings

Number	Description	Address	Wind Zone	Flood Zone	Seismic Zone	PML Percentage	Legal Conforming	Effective Date
1				A13		0		10/14/2019

[Edit](#)

Subject - Type Building **Description** **Effective Date** 10/14/2019 **Status** Active

[Add Interest](#)

Coverage

Flood Coverage	Coverage Limit	Deductible Amount
10/14/2019	200,000	9,000

Status Active

Scenario 2 - All on One Blanket Property Policy

Blanketed Subjects of Insurance **Effective Date** 07/10/2015 **Status** Active  **(Expand +/-)**

Location - Address 1519 Middlesex Turnpike, BILLERICA, MA, MASSACHUSETTS **Loan Number(s)** 20020007 [View Collateral](#) [View Collateral Coverage](#) [Add Allocations to Loans and Investors Associated](#) 

Buildings

Number	Description	Address	Wind Zone	Flood Zone	Seismic Zone	PML Percentage	Legal Conforming	Effective Date	Flood Zone Correct
1	Manufacturing	, ,	01	XXX	03	5	Y	07/10/2015	

[Edit](#)

Location - Address 15 Mall Road, BURLINGTON, MA, MASSACHUSETTS **Loan Number(s)** 10020108 [View Collateral](#) [View Collateral Coverage](#) [Add Allocations to Loans and Investors Associated](#) 

Buildings

Number	Description	Address	Wind Zone	Flood Zone	Seismic Zone	PML Percentage	Legal Conforming	Effective Date	Flood Zone Correct
1	Manufacturing	, ,	01	XXX	03	5	Y	07/10/2015	
2	Warehouse	, ,	01	AEX	03	5	Y	07/10/2015	

[Edit](#)

Location - Address 1692 I35, AUSTIN, TX, TEXAS 77077 **Loan Number(s)** 10020108 [View Collateral](#) [View Collateral Coverage](#) [Add Allocations to Loans and Investors Associated](#) 

Number	Description	Address	Wind Zone	Flood Zone	Seismic Zone	PML Percentage	Legal Conforming	Effective Date	Flood Zone Correct
1		, ,		AXX		0	Y	07/01/2015	

Blanket Coverage

Coverage

Property Coverage	Coverage Limit	Deductible Amount	Coinsurance Percentage	Property Form Type	Property Valuation Method	Status
07/10/2015	20,000,000	10,000	100	Special Form	Replacement Cost	Active 

Earthquake Coverage	Coverage Limit	Deductible Amount	Status
07/10/2015	3,000,000	25,000	Active 

Flood Coverage	Coverage Limit	Deductible Amount	Status
07/10/2015	3,000,000	5,000	Active 

Terrorism Coverage	Coverage Limit	Deductible Amount	Coinsurance Percentage	Property Form Type	Property Valuation Method	Status
07/10/2015	20,000,000	10,000	90	Special Form	Replacement Cost	Active 

Windstorm Coverage	Coverage Limit	Deductible Amount	Coinsurance Percentage	Property Form Type	Property Valuation Method	Status
07/10/2015	20,000,000	2,500	90	Special Form	Replacement Cost	Active 

Or - General Liability

Policy Information

15GL987-54-7921

Policy Type Commercial General Liability **Policy Number** 15GL987-54-7921 **Effective Date** 07/10/2015 **Expiration Date** 07/10/2016 **Continuous Coverage**

Carrier Federal Insurance Co.	Rating Agency FITCH	Carrier Rating SUPERIOR AAA	Source of Insurance BORROWER	Paid Receipt NO
Agent Fireman's Fund Ins. Company			Evidence Type	Audit Date
Status Active	Cancellation Date	Retro Date	Evidence Received 07/10/2015	Named Insured Includes Borrower NO
Premium 0	Claim Trigger OCCURENCE	Forced Placed NO	Evidence Expired	Statement of Values Received
Days to Cancel Non-Payment	Other Reasons			

General Liability

Policy Interests (Expand +/-)

Loan Number(s)	Name	Mortgagee Clause	Type	Description	Effective Date	Additional Interest Is Correct	Status
10020108	Middle Real Estate Venture, Inc [94]		LEAD NAMED INSURED		07/10/2015		Active
20020007	Boston Real Estate Properties, Inc [93]		LEAD NAMED INSURED		07/10/2015		Active
10020108 Multiple (1)	First National Bank [100]	This is the Mortgagee Clause for Investor 100. First National Bank.	ADDITIONAL INSURED		07/10/2015		Active
20020007	Second National Bank [200]	Federal Home Loan Mortgage Corporation, as Master Servicer, on behalf of ABC. Bank National Association, as Trustee, for the benefit of Holders of XYZ Commercial Mortgage Securities Corp., Multifamily Mortgage Pass-Through Certificates, Series 2019-SB64, as their interests appear c/o 5678e Bank, CRE Lending, 94923 Grove Road South, Suite 3200, Boston, MA 06134	ADDITIONAL INSURED		07/10/2015		Active

Edit

Component Coverage (Expand +/-)

General Liability Coverage	General Aggregate Limit	Limit Per Occurrence	
07/10/2015	5,000,000	500,000	5,000

Status Active 

Terrorism Coverage on Gen Liability

Status Active 

07/10/2015

Scenario 3 - Blanket Property Policy on Unrelated Entities

Policy Type Commercial Property Policy **Policy Number** BLKYSTMT123 **Effective Date** 01/13/2018 **Expiration Date** 01/13/2019 **Continuous Coverage** NO

Carrier Federal Insurance Co.	Rating Agency FITCH	Carrier Rating SUPERIOR AAA	Source of Insurance BORROWER	Paid Receipt
Agent Foremost Ins. Agency			Evidence Type CERTIFICATE OF INSURANCE	Audit Date
Status Active	Cancellation Date	Retro Date	Evidence Received 01/13/2018	Named Insured Includes Borrower
Premium 1,200	Claim Trigger	Forced Placed NO	Evidence Expired	Statement of Values Received RECEIVED

Days to Cancel Non-Payment 30 **Other Reasons** 45

[Edit](#)
[View Compliance Checks](#)
[View Rules](#)
[Add Investors to Policy](#)
[View Escrow Information](#)

Policy Loan Numbers (Expand +/-)

Loan Number	Most Recent Note
10020033  	
10020029  	

[Excluded Loans](#)

Policy Interests (Expand +/-)

Loan Number(s)	Name	Mortgagee Clause	Type	Description	Effective Date	Additional Interest Is Correct	Status
10020029	Seattle Astin Company [131]		LEAD NAMED INSURED		01/13/2018	Y	Active
10020033	Seattle Construction [130]		LEAD NAMED INSURED		01/13/2018	Y	Active
10020029 Multiple (2)	First National Bank [100]	This is the Mortgagee Clause for Investor 100. First National Bank.	MORTGAGEE		01/13/2018	N	Active
10020029 Multiple (2)	First National Bank [100]	This is the Mortgagee Clause for Investor 100. First National Bank.	LOSS PAYEE		01/13/2018	N	Active

[Edit](#)

Blanket coverage

Location - Address Seattle Park, 12345 Fulton Street, SEATTLE, WASHINGTON 12345 Loan Number(s) 10020033 [View Collateral](#) [View Collateral Coverage](#) [Add Allocations to Loans and Investors Associated](#) 

Buildings

Number	Description	Address	Wind Zone	Flood Zone	Seismic Zone	PML Percentage	Legal Conforming	Effective Date	Flood Zone Correct	Collateral Address Correct	Status
1		,,		A17	05	0		01/13/2018			Active

[Edit](#)

Location - Address Spring Apartments, 159 Spring, AUSTIN, TX, TEXAS 77024 Loan Number(s) 10020029 [View Collateral](#) [View Collateral Coverage](#) [Add Allocations to Loans and Investors Associated](#) 

Buildings

Number	Description	Address	Wind Zone	Flood Zone	Seismic Zone	PML Percentage	Legal Conforming	Effective Date	Flood Zone Correct	Collateral Address Correct	Status
1		,,		A17	05	0		01/13/2018			Active

[Edit](#)

Location - Address ABC Information Project, 879 Belt Line, AUSTIN, TX, TEXAS 77598 Loan Number(s) 10020029 [View Collateral](#) [View Collateral Coverage](#) [Add Allocations to Loans and Investors Associated](#) 

Buildings

Number	Description	Address	Wind Zone	Flood Zone	Seismic Zone	PML Percentage	Legal Conforming	Effective Date	Flood Zone Correct	Collateral Address Correct	Status
1		,,		A17	05	0		01/13/2018			Active

[Edit](#)

[Add Location](#)

Subject - Type Building Description Effective Date 01/13/2018 Status Active 

[Add Interest](#)

Coverage

Equipment Breakdown Coverage	Coverage Limit	Deductible Amount	Status
01/13/2018	1,000,000	10,000	Active 

Windstorm Coverage	Coverage Limit	Deductible Amount	Named Storm Coverage	Status
01/13/2018	500,000	10,000	Included	Active 

[Add Coverage](#)

Subject - Type Business Income Description Effective Date 01/13/2018 Status Active 

[Add Interest](#)

Coverage

Business Income Coverage	Coverage Limit	Deductible Amount	Status
01/13/2018	100,000	10,000	Active 

Location Specific Coverages

Building Specific Subject of Insurance (Expand +/-)

Location - Address: Seattle Park, 12345 Fulton Street, SEATTLE, WASHINGTON 12345 **Loan Number(s)** 10020033 [View Collateral](#) [View Collateral Coverage](#) [Add Allocations to Loans and Investors Associated](#)

Buildings

Number	Description	Address	Wind Zone	Flood Zone	Seismic Zone	PML Percentage	Legal Conforming	Effective Date	Flood Zone C
1		..		A17	05	0		01/13/2018	

[Edit](#)

Subject - Type Building **Description** **Effective Date** 01/13/2018 **Status** Active

[Add Interest](#)

Coverage

Property Coverage	Coverage Limit	Deductible Amount	Status
01/13/2018	100,000	10,000	Active

Earthquake Coverage	Coverage Limit	Deductible Amount	Status
01/13/2018	100,000	10,000	Active

[Add Coverage](#)

[Add Subject](#)

[Add Building](#)

Location - Address: Spring Apartments, 159 Spring, AUSTIN, TX, TEXAS 77024 **Loan Number(s)** 10020029 [View Collateral](#) [View Collateral Coverage](#) [Add Allocations to Loans and Investors Associated](#)

Buildings

Number	Description	Address	Wind Zone	Flood Zone	Seismic Zone	PML Percentage	Legal Conforming	Effective Date	Flood Zone C
1		..		A17	05	0		01/13/2018	

[Edit](#)

Subject - Type Building **Description** **Effective Date** 01/13/2018 **Status** Active

[Add Interest](#)

Coverage

Property Coverage	Coverage Limit	Deductible Amount	Status
01/13/2018	300,000	10,000	Active

Earthquake Coverage	Coverage Limit	Deductible Amount	Status
01/13/2018	300,000	10,000	Active

[Add Coverage](#)

[Add Subject](#)

[Add Building](#)

Location - Address: ABC Information Project, 879 Belt Line, AUSTIN, TX, TEXAS 77598 **Loan Number(s)** 10020029 [View Collateral](#) [View Collateral Coverage](#) [Add Allocations to Loans and Investors Associated](#)

Buildings

Number	Description	Address	Wind Zone	Flood Zone	Seismic Zone	PML Percentage	Legal Conforming	Effective Date	Flood Zone C
1		..		A17	05	0		01/13/2018	

[Edit](#)

Subject - Type Building **Description** **Effective Date** 01/13/2018 **Status** Active

[Add Interest](#)

Coverage

Property Coverage	Coverage Limit	Deductible Amount	Status
01/13/2018	200,000	10,000	Active

Earthquake Coverage	Coverage Limit	Deductible Amount	Status
01/13/2018	200,000	10,000	Active

Should I be using INSURANCE COMPLIANCE?

- ❑ I or someone in my company analyzes CRE insurance documents (like ACORD forms)
- ❑ Our current insurance compliance operation is done manually
- ❑ I'm looking to reduce the overall cost of insurance compliance to our company
- ❑ I'm looking to speed up my insurance compliance reviews
- ❑ I'm looking to reduce the amount of risk and human error

Next Steps

- This presentation is available at www.mccrackenfs.com in the DOCUMENTS section
- If you are interested in implementing **INSURANCE COMPLIANCE** please reach out to the McCracken Support Center at:

SupportCenter@McCrackenFS.com



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