

VOLUME I

THE DAMAGE RECOVERY GUIDE



**Recovering Hidden Value
from Your Past Claims**

Personal Accident

To expedite your claim, please (1) complete this form and (2) submit it to the Claims Office as soon as possible. Thank you.

A. POLICY DETAILS

Policyholder/Insured's
Full Name

Office/Mobile No.

Correspondence
Address

GST-registration No.
(If registered)

B. CLAIMANT DETAILS

Full Name

Mobile No.

C. ACCIDENT DETAILS

Don't Miss Out On Claims Sitting in Your Archives

For most organizations, an insurance claim is marked complete the moment a vehicle is repaired, the damage has been paid, and the file has been closed.

On its face, that's an understandable process.

When a not-at-fault accident occurs, the focus is usually on getting assets back in service as quickly as possible.

Whether you're managing a commercial fleet, government vehicles, rental inventory, or dealership assets, the priorities are usually the same - resolve the immediate issue, minimize disruption, and move forward as quickly as possible.

Once the physical damage is recovered and the insurance check is sent over to be cashed, most organizations assume they've collected everything they're entitled to.

Here's the plot twist of not-at-fault accident recovery claims: **That's not always the case.**

What most organizations fail to realize is that physical damage is often just the beginning of the recovery process. Furthermore, it represents only a fraction of the total financial impact of a loss.



When it comes to accidents like these, there are a multitude of recovery opportunities tied to things like loss of use, diminished value, administrative expenses, operational disruptions, and so many more overlooked and underestimated line items.

Here's the second plot twist of these claims: **Many of these can still be collected long after the claim is considered "closed."**

That means you could still have recovery opportunities available to you long after a claim has been closed. In other words, you could have recoverable value sitting in your filing cabinets collecting dust.



CLAIMS SPOTLIGHT: RESTON LIMOUSINE SHUTTLE BUS

“ACM recovered thousands on old accident claims sitting in my file drawers.”

- Tony Simon, COO | Reston Limousine
| Real Closed Claim Recovery

Loss Date: March 2020

ACM Review: July 2022

Recovery Collected: \$3,258.60

What appeared to be a completed claim contained recoverable value more than two years after the original accident occurred for physical damage, loss of use, and appraisal fees. Some of the most valuable recovery opportunities today are found in yesterday's claims.

At Alternative Claims Management (ACM), we've spent nearly 30 years becoming the not-at-fault claims specialists, helping organizations bridge the gap between what you're entitled to and what's actually recovered.

Closed claims often hide untapped value – we routinely find additional recoverable value that was previously overlooked, underclaimed, or left on the table.

We know something we desperately want you to know – some of the most valuable recovery opportunities today are found in yesterday's claims.



Eager to learn more about closed claims and if you've got opportunities sitting in your records that could still become recoverable dollars?

This guide was written for you.

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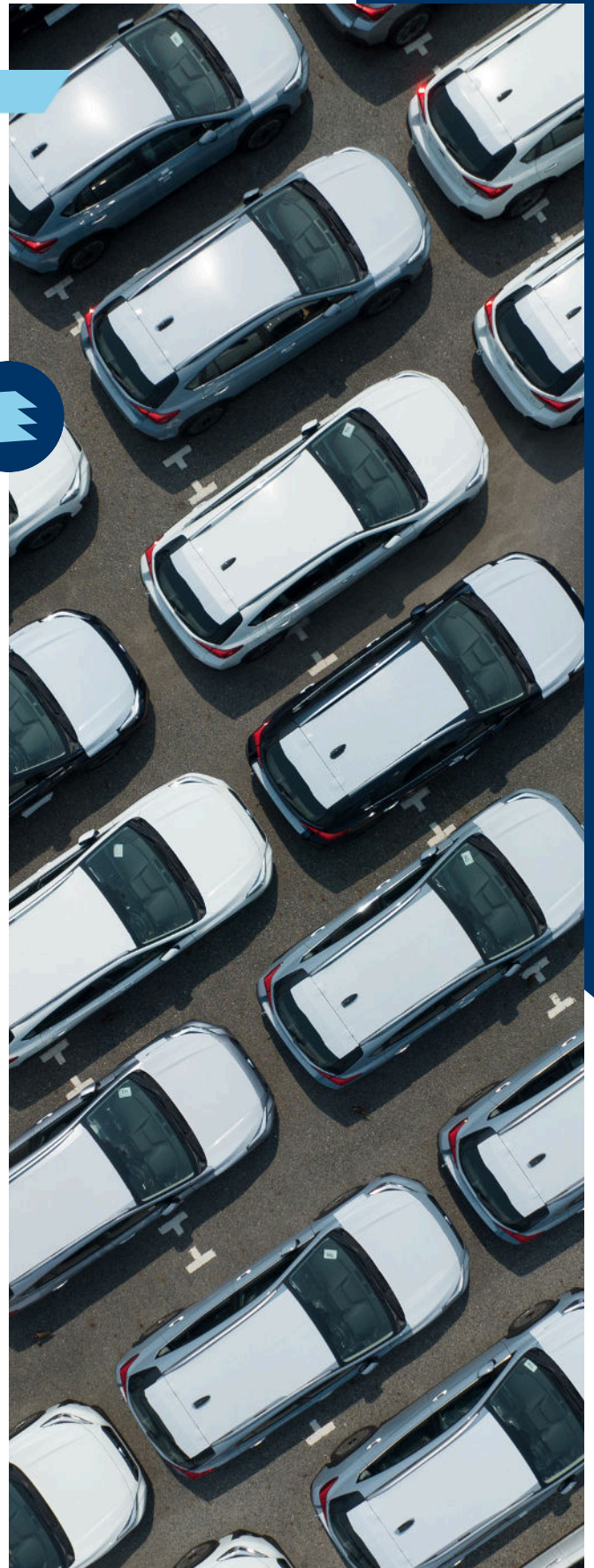
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Why Your Past Claims Can Still Be Recovered On

Most organizations assume that once their claim is closed, every available dollar has already been recovered.

In our experience, that's rarely the case.

Before we go any further, here's a quick look at what might be considered a closed claim:

Claims can be closed for any number of reasons; however, for the purpose of this discussion, a closed claim is any claim where the physical damage has already been resolved, payment has been issued, and the organization has considered the matter complete.

In many cases, these are claims that have been sitting in records systems, filing cabinets, or archives for months – even years.

When a not-at-fault accident occurs, the instant goal is usually to get the vehicle repaired, **return it to service, and move on.**

As a result, many organizations focus primarily on the visible and obvious costs associated with the accident.

But when you think about it, so much more has happened outside of the cost of physical damage.

*Governments are not eligible to collect loss on revenue



Consider the ripple effect of a specialty government vehicle (like an ambulance) that's been in a not-at-fault accident:

- ➔ The vehicle is sitting in a repair shop and not available for use (*loss of use*)
- ➔ *A specialty asset that's out of service may disrupt operations (*loss of revenue*)
- ➔ Emergency equipment and specialized modifications may need to be inspected, repaired, removed, or replaced (*specialty equipment costs*)
- ➔ Internal teams spend time managing paperwork, coordinating repairs, communicating with carriers, and handling follow-up (*administrative fees*)
- ➔ If the damage is severe enough, the organization may face additional costs associated with replacing, outfitting, or decommissioning the vehicle (*total loss expenses*)
- ➔ Towing, storage, and other accident-related expenses begin to add up (*towing and storage*)
- ➔ Even after repairs are completed, the accident may continue impacting the vehicle's value (*diminished value*)



CLAIMS SPOTLIGHT: DEKALB FIRE TRUCK

“ Three years later? Some value is still recoverable.

- DeKalb County Fire Rescue | Real Closed Claim Recovery

Loss Date: February 2020

ACM Review: January 2023

Recovery Collected: \$14,934

More than three years after the original accident occurred, this claim still contained nearly \$15,000 in additional recoverable value tied to loss of use and administrative fees. The repair estimate addressed the damage, but it didn't tell the full financial story of the loss

But once the physical damage is paid, most organizations assume their recovery process is complete.

Most claims processes are designed to resolve claims operationally without necessarily focusing on maximizing financial recovery. That's why some of the most valuable recovery opportunities are often found in claims that have already been closed.

In fact, we find that most organizations cover the most obvious portions of a claim while unknowingly leaving additional recoverable value on the table.

These recovery gaps can exist even in organizations with:

- ➔ Strong internal processes
- ➔ Experienced teams
- ➔ Established claims procedures

In almost every case, recoverable value is left untouched because organizations don't realize that additional recovery opportunities exist beyond physical damage.

But, if a claim falls within the applicable statute of limitations and the necessary documentation exists, additional recovery opportunities may still be available – even months or years after the original accident occurred.

To put it simply: Closed claims almost always deserve a second look.

What You Could (& Should) Be Collecting On

One of the biggest misconceptions with closed claims is that the repair bill represents the **full financial impact** of an accident.

Realistically, physical damage is just one piece of a much larger recovery picture. Depending on the claim, vehicle, documentation available, and applicable state laws, additional recovery opportunities might exist beyond the cost of repairs.

When looking deeper into a closed claim, we always begin sifting through some of the most commonly overlooked like items:

LOSS OF USE:

Compensation that is tied to the time a vehicle is unavailable while repairs are being completed.

- ➔ *A rental vehicle sitting in a repair facility that can't be rented, or a government vehicle out of service that can't perform its intended purpose.*

LOSS OF REVENUE

Financial impact associated with revenue-generating vehicles and equipment that are unable to operate following an accident.

- ➔ *An ambulance unable to respond to transports or a commercial vehicle unable to complete jobs may create financial impacts that extend beyond the repair bill itself.*



DIMINISHED VALUE

The reduction in a vehicle's value as a direct result of its accident history, even after repairs have been completed.

- ➔ *A particularly common one for dealership inventory and other vehicles where market value may be impacted by a documented accident history.*

ADMINISTRATIVE FEES

Internal time and resources spent managing the claim, coordinating repairs, gathering documentation, and handling follow-up.

- ➔ *From fleet managers and risk departments to dealership personnel and municipal staff, accidents often require significant internal resources long after the initial incident.*



TOWING & STORAGE

Expenses incurred immediately following an accident and throughout the repair process.

- ➔ *These costs can accumulate quickly, particularly when specialized vehicles, equipment, or lengthy repair timelines are involved.*

TOTAL LOSS EXPENSES

Additional costs associated with replacing, outfitting, decommissioning, or otherwise managing a vehicle deemed a total loss.

- ➔ *For specialty vehicles, emergency assets, and commercial equipment, replacement costs often extend far beyond just purchasing another similar vehicle.*

SPECIALTY EQUIPMENT COSTS

Vehicle-specific equipment, modifications, and assets that may require repair, replacement, removal, or reinstallation following an accident.

- ➔ *Everything from emergency response equipment and upfitting to specialized commercial tools, technology, and vehicle modifications.*



CLAIMS SPOTLIGHT: AUTONATION HYUNDAI

“ **The repair was finished, but the financial impact continued.**

**- AutoNation Hyundai
| Real Closed Claim Recovery**

Loss Date: September 2022

ACM Review: September 2023

Recovery Collected: \$6,150.68

Even after repairs were completed, this vehicle's accident history continued to impact its value. By pursuing loss of use and diminished value, we uncovered recovery opportunities that extended well beyond the cost of physical damage.

Recovery Opportunities Are Never One Size Fits All

What tends to float to the surface at this point in the closed claims conversation is the idea that extensive claims recovery is about ticking off a few of the same boxes and pursuing a standard list of line items.

Realistically, recovery is never that straightforward, and it's hardly ever a one-size-fits-all approach.

Every claim, vehicle, accident, use case, and organization is different – which means every circumstance translates to a unique impact of loss.

Where a dealership vehicle may present opportunities tied to diminished value, a commercial vehicle may involve specialized equipment, operational disruption, and loss of revenue.

That's why recovering on a closed claim is often more like solving a puzzle than following a basic checklist.



CLAIMS SPOTLIGHT: ACADIAN AMBULANCE

“ **The biggest recovery wasn’t even tied to repairs.**

- **Acadian Ambulance**
| **Real Closed Claim Recovery**

Loss Date: January 2025

ACM Review: January 2026

Recovery Collected: \$25,000+

More than \$22,000 of this recovery came from the financial impact of the ambulance being out of service. While physical damage is often the most visible part of a claim, every vehicle creates a unique impact of loss, which creates unique recovery opportunities.

Physical damage is, in most cases, the easiest piece to identify, but the real opportunity comes from understanding the full story behind the loss, and then uncovering the impacts that aren’t always obvious.

It’s helpful to think about questions like:

- ➔ What type of vehicle was involved?
- ➔ How was that vehicle used?
- ➔ Did it generate revenue?
- ➔ Was specialized equipment damaged?
- ➔ Were there additional costs associated with repairs, replacement, or downtime?
- ➔ What documentation exists to support those losses?

The answers to those first questions often help tell a bigger story, presenting recovery opportunities that weren’t considered in the first place.

Two claims with similar damage can produce wildly different recovery outcomes – but that’s why taking a second look at a closed claim can be so valuable.

Time Matters: The Statute of Limitations on Closed Claims



The quick version we want you to know right away: *you may have more time on your closed claims than you think.*

Most organizations assume that they've waited too long for recovery opportunities on closed claims. Realistically, that's not always the case.

It's true that every state establishes a statute of limitations that determines how long organizations legally have to pursue recovery after a loss has happened. It's also true that these deadlines vary by state and claim type.

But what most organizations don't realize is that the available recovery window is often much longer than most people realize. Many claims that have been sitting in your records systems, filing cabinets, or archives for years could still contain recoverable value.

Of course, timelines still matter.

The longer a claim sits untouched, the greater the risk that:

- ➔ Critical documentation disappears
- ➔ Records become lost or harder to locate
- ➔ The statute of limitations on the recovery opportunity expires



CLAIMS SPOTLIGHT: DEKALB POLICE VEHICLE



It might not be too late to recover value.

**- DeKalb County Police Department
| Real Closed Claim Recovery**

Loss Date: August 2020

ACM Review: January 2023

Recovery Collected: \$5,257.60

Most organizations assume older claims aren't worth revisiting, but more than two years after the original accident occurred, this claim still contained recoverable value through loss of use and administrative fees. Ultimately, a claim can be old without being too old.



That's why reviewing older claims before your state's SOL deadlines pass matters. Take a look at the chart below to see a state-by-state overview of common recovery timelines:

State	Written Contract/ Customer	Physical Damage/ At-Fault Party
AL	2	2
AK	3	2
AZ	6	2
AR	5	3
CA	4	3
CO	3	3
CT	6	2
DE	3	2
FL	5	2
GA	6	4
HI	6	2
ID	5	3
IL	10	5
IN	10	2
IA	10	5
KS	5	2
KY	10	2
LA	10	1
ME	6	6
MD	3	3
MA	6	3
MI	No Fault	No Fault
MN	6	6
MS	6	3
MO	5	5

State	Written Contract/ Customer	Physical Damage/ At-Fault Party
MT	8	2
NE	5	4
NV	6	3
NH	3	3
NJ	6	6
NM	6	4
NY	6	3
NC	3	3
ND	6	6
OH	6	2
OK	5	2
OR	6	6
PA	4	2
RI	10	10
SC	3	3
SD	6	6
TN	6	3
TX	4	2
UT	6	3
VT	6	3
VA	5	5
WA	6	3
WV	10	2
WI	6	6
WY	10	4

Ultimately, we want you to understand this above all: A claim may be old, but that doesn't necessarily mean it's too old.

*States highlighted in blue represent special exemptions for municipalities and government entities for extended or unlimited statute of limitations. Written contracts limits only apply to rental and dealer fleets.



Before You Sign That Release, Ask One Important Question

Have you truly collected on everything you're entitled to?

Sometimes, receiving a settlement check for physical damages feels like the finish line.

Your repairs have been approved, and your vehicle is headed back into service, so it feels like the claim has been fully resolved. But before signing off on a claim, it's worth asking:

Have you recovered the full financial impact of the loss?

Many organizations don't realize that settlement checks and carrier communications can create the *impression* that a claim is fully resolved.

When, really, additional recovery opportunities may still exist beyond the repair estimate itself.

Before accepting a final payment and signing on the dotted line of a release, it's important to understand what other impacts may have resulted from the loss and whether additional line items should be pursued before the claim is truly considered complete.

In many cases, we recommend waiting to sign a release until you've talked with your not-at-fault claims specialists – if a release is signed, it can eliminate our ability to reopen the claim and chase down additional recovery opportunities.



How Many Closed Claims are Sitting in Your Records Right Now?



Together, we've explored a clear – but often overlooked – reality of not-at-fault accidents: A claim can be closed and still have recoverable financial value for your organization.

With this new knowledge, we have to ask you: **How many claims are sitting in your records today that deserve a second look?**

If you're game to walk through your organization's past claims in your filing cabinet, we encourage you to ask yourself:

- ☐ Do you have claims from the past several years that were closed after physical damage was paid?
- ☐ Were any of those claims tied to vehicle downtime?
- ☐ Did any involve revenue-generating vehicles or specialty assets?
- ☐ Were towing, storage, administrative, or other secondary costs incurred?
- ☐ Did any claims involve specialized equipment, modifications, or vehicle upfitting?
- ☐ Were any vehicles declared a total loss?
- ☐ Do you have documentation related to those claims still available?
- ☐ Have any of those claims ever been reviewed specifically for additional recovery opportunities beyond physical damage?

While that's certainly not the extent of unrecovered value on past claims, we do think that if you answered yes to any of these questions (or multiple questions), there could be additional recovery opportunities available that are worth exploring.

As we always tell our clients, it's difficult to recover money you never knew you were entitled to collect in the first place.

REAL RECOVERIES MEAN REAL VALUE FOR YOUR ORGANIZATION.

In this eBook alone, we've talked about more than \$54,600 recovered from claims that had already been considered complete.

- ➔ Reston Limousine Shuttle Bus: **\$3,258.60 recovered** more than three years after loss.
- ➔ DeKalb County Fire Truck: **\$14,934 recovered** more than three years after loss.
- ➔ AutoNation Hyundai: **\$6,150.68 recovered** one year after loss.
- ➔ DeKalb County Police Vehicle: **\$5,257.60 recovered** more than three years after loss.
- ➔ Acadian Ambulance: **\$25,000+ recovered** more than one year after loss.

That's just a tiny fraction of the closed claims we've recovered for our clients. Go ahead – imagine what might still be sitting in your filing cabinet.



How ACM Helps You Recover More

For nearly 30 years, we've helped organizations bridge the gap between what's owed and what's actually recovered. As not-at-fault claims specialists, we work with commercial fleets, government agencies, rental operations, and dealerships to uncover recovery opportunities that are often missed, underclaimed, or never pursued in the first place.

Since 1997, we've proudly:

- ➔ **Recovered nearly \$1 billion for clients**
- ➔ **Handled more than 240,000 claims**
- ➔ **Serving over 450+ active organizations nationwide**

We know that every claim is different, that's why every review has a mission to understand the full story behind your loss. In the end, we'll help you create a clearer picture of what's yours and grant you the opportunity to recover every dollar you're owed.

If you'd like help evaluating your organization's closed claims, our team is here to help.

CONTACT OUR TEAM TODAY:



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