Table of Contents

CHAPTER 1. THE CLAIM ADJUSTING OCCUPATION—EMPLOYMENT, ETHICS AND RELATIONSHIPS

I. THE PROFESSIONAL VOCATION OF CLAIMS AND LOSS ADJUSTING

§ 1:1 In general
§ 1:2 Types of adjusters and claim department structure
§ 1:3 Criteria for professionalism
§ 1:4 Education vs. training
§ 1:5 The Ever-changing role of the adjuster and the claims department
§ 1:6 The relationship of the adjuster to other professionals

II. PROCEDURES PERFORMED BY ADJUSTERS

§ 1:7 Investigation
§ 1:8 Evaluation and reporting
§ 1:9 Negotiation and settlement
§ 1:10 Litigation management
§ 1:11 The adjuster's role in underwriting and risk management

III. THE ETHICS OF ADJUSTING

§ 1:12 Historical perspective
§ 1:13 Integrity and ethics, conflict of interest
§ 1:14 Unfair claims settlement practice acts and traditional ethics
§ 1:15 A claim representative's requirement of good faith and fair dealing
§ 1:16 Responsibility and action
§ 1:17 Privacy as an ethical issue

IV. HUMAN RELATIONS AND THE CLAIMS ENVIRONMENT

§ 1:18 Insurance and society
§ 1:19 Attitudes toward those who suffer a loss
§ 1:20 Understanding interpersonal relationships
§ 1:21 Protocol in dealing with foreign witnesses or recent immigrants

§ 1:22 National disaster programs
§ 1:23 Adjuster safety
§ 1:24 Responsibilities of adjuster to insureds and third parties
§ 1:24.50 Job security and software development in the claims adjusting vocation

V. NEW METHODS OF CLAIMS ACCOUNTING

§ 1:25 Blockchain accounting
§ 1:26 The changing role of claims adjusting
§ 1:27 The relationship of adjusters and attorneys

CHAPTER 2. CASUALTY INSURANCE

§ 2:1 Kinds of insurance
§ 2:2 State regulation and control
§ 2:3 Major subdivisions of an insurance company
§ 2:4 Five kinds of carriers
§ 2:5 The agent and his authority
§ 2:6 The policy contract
§ 2:7 The four parts of a standard casualty policy
§ 2:8 Indemnity contracts
§ 2:9 Endorsements
§ 2:10 Binders
§ 2:11 Primary and excess insurance
§ 2:12 Self-insurance
§ 2:13 Financial structure and role of reserves in insurance
§ 2:14 Marketing of insurance in the 21st century and attitudes of insureds and claimants toward insurance
§ 2:15 Resolving insurance-related disputes
§ 2:16 Researching coverage issues
§ 2:17 Automation in the insurance industry
§ 2:18 Liability of agents and brokers for errors
§ 2:19 Relationship between commercial insured and broker
§ 2:20 Duties of an insurance company
§ 2:21 The "trigger" issue in liability insurance
§ 2:22 Insolvent insurers

CHAPTER 3. PRINCIPLES OF INVESTIGATION

§ 3:1 Purpose of claim investigation
§ 3:2 The order of investigation and related hazards
§ 3:3 Timing the investigation
§ 3:4 "Fast-track" investigation
§ 3:5 Determining the need for detailed investigation
§ 3:6 Planning the investigation

§ 3:7 Contacts with the insured
§ 3:8 Contacts with the third-party claimant or attorney
§ 3:9 Contacts with witnesses
§ 3:10 Attitudes and approaches to interviewing
§ 3:11 Securing other documentation and evidence
§ 3:12 Preservation of evidence—Spoliation of evidence
§ 3:13 Use of outside investigators and services
§ 3:14 Use of the internet and computer services
§ 3:15 Investigating a complicated claim
§ 3:16 Investigating a fatality
§ 3:17 Finding experts in a serious claim
§ 3:18 Confidentiality of investigation
§ 3:19 Organizing the results
§ 3:20 Bad-faith failure to properly investigate
§ 3:21 Protecting documentation in the Cyber Age

CHAPTER 4. DOCUMENTATION OF EVIDENCE: REPORTS, STATEMENTS, DISCOVERY

§ 4:1 Purpose of documenting evidence
§ 4:2 Reports and documents
§ 4:3 Purpose of interviews and statements
§ 4:4 Types of statements
§ 4:5 Special situations
§ 4:6 Preparing to obtain a statement
§ 4:7 Placing the interviewee at ease
§ 4:8 Importance of diagrams, photos and other tools
§ 4:9 Obtaining a written narrative statement
§ 4:10 Rules for recorded statements
§ 4:11 Rules for court reporter statements
§ 4:12 Preservation of evidence—Spoliation of evidence
§ 4:13 Discovery in litigation
§ 4:14 Depositions
§ 4:15 Admissibility of electronic data in litigation
§ 4:16 Videos and closed-circuit cameras

CHAPTER 5. SECURING THE PHYSICAL FACTS

I. IN GENERAL

§ 5:1 Diagrams
§ 5:2 Photographs
§ 5:3 Videos or films
§ 5:4 Surveys and plats
§ 5:5 Advertising catalogs and instructional material

§ 5:6 Laboratory testing
§ 5:7 Preliminary hearings
§ 5:8 Company engineering department
§ 5:9 Choosing an expert

II. RECORDS

§ 5:10 Weather reports
§ 5:11 Police reports
§ 5:12 Motor vehicle records
§ 5:13 —Driving records
§ 5:14 Birth, death, and marriage certificates
§ 5:15 Coroner's report
§ 5:16 Autopsy report
§ 5:17 School records and information
§ 5:18 Income tax reports
§ 5:19 Military records
§ 5:20 Civil Aeronautics Board reports
§ 5:21 Newspaper reports
§ 5:22 Fire Department, OSHA, EPA, and other reports
§ 5:23 Computerized records
§ 5:24 Preservation of evidence by the investigator

III. SOCIAL MEDIA

§ 5:25 Obtaining evidence from social media

Bibliography

CHAPTER 6. MEDICAL ASPECTS OF CASUALTY INSURANCE

I. GENERALLY

§ 6:1 In general

II. THE ROLE OF INSURANCE IN ADDRESSING INJURY AND DISEASES

§ 6:2 Types of casualty insurance dealing with injuries or diseases
§ 6:3 Definitions of covered claims and restrictions on such claims
§ 6:4 The claim process—Insured and insurer duties in first party claims
§ 6:5 Insurer's rights when dealing with a third party claim
§ 6:6 Limitations and rights in an employment-related third party claim
§ 6:7 Relationship of the insurer to the medical provider

III. INTERRELATIONSHIP OF INSURER, INSURED OR THIRD PARTY AND THE MEDICAL PROVIDER IN CLAIMS AND LITIGATION

§ 6:8 Role of the medical provider
§ 6:9 Selection and control of the medical provider
§ 6:10 Medical liens in settlements and judgments
§ 6:11 Medical cost containment in casualty claims and litigation
§ 6:12 Importance of medical records
§ 6:13 Aspects of future medical requirements in settled injury claims

IV. THE FUNDAMENTALS OF MEDICINE AS RELATED TO CASUALTY CLAIMS

§ 6:14 Medical terminology relating to trauma
§ 6:15 Human anatomy as affected by trauma
§ 6:16 The various branches of medicine most likely involved in claims
§ 6:17 Alternatives to medical treatment and surgery
§ 6:18 Types of alternative medical treatments
§ 6:19 Transportation of the injured
§ 6:20 Prosthetic Devices and Technical Aids

CHAPTER 7. OBTAINING MEDICAL INFORMATION, SELECTING MEDICAL EXPERTS, AND THE ROLE OF MANAGED CARE IN CASUALTY INSURANCE CLAIMS

I. MEDICAL INFORMATION AND PRIVACY

§ 7:1 In general
§ 7:2 The need for medical authorizations and the privacy issue
§ 7:3 Compliance with HIPAA regulations
§ 7:4 Obtaining dental or physician medical reports
§ 7:5 Obtaining hospital records
§ 7:6 Obtaining medical billing records
§ 7:7 Other types of records—Military records, prior medical records
§ 7:8 Autopsies and coroner reports
§ 7:9 Prior injury records
§ 7:10 Evaluating the medical file—Creating a "timeline"
§ 7:11 Sorting out the "covered" from the "uncovered" injury and treatment
§ 7:12 Reporting of medical information

II. INDEPENDENT MEDICAL EXAMINATIONS: THE PHYSICIAN AS EXPERT

§ 7:13 Purpose of an Independent Medical Examination (IME)
§ 7:14 Selecting an examining physician or expert
§ 7:15 Matching the specialty to the situation
§ 7:16 Arranging for the examination
§ 7:17 Preparing the examining physician
§ 7:18 Receiving the report and follow-up
§ 7:19 Using an IME to best advantage
§ 7:20 Other IME factors

III. THE ROLE OF MANAGED CARE IN THE TRADITIONAL CASUALTY CLAIM SETTING

§ 7:21 Medical bill auditing
§ 7:22 Utilization review, pre-certification of treatment
§ 7:23 Medical case management
§ 7:24 Other medical cost containment procedures
§ 7:25 Traditional patient selected medical care and its abuses

IV. ASPECTS OF MEDICAL AND HOSPITAL MALPRACTICE AFFECTING CASUALTY CLAIMS

§ 7:26 Auditing of managed care services for quality
§ 7:27 Maintaining a subrogable right of recovery
§ 7:28 Pursuing subrogation
§ 7:29 Off-label drug and device promotion

CHAPTER 8. DESCRIPTION, DIAGNOSIS, PROGNOSIS AND TREATMENT FOR SPECIFIC TYPES OF INJURIES AND DISEASES

I. IN GENERAL

§ 8:1 Injury information

II. MUSCULAR-SKELETAL SYSTEMS

§ 8:2 Human bone and muscle structure
§ 8:3 Types and combinations of fractures
§ 8:4 Fractures designated by location or type
§ 8:5 Diagnosis, reduction and prognosis of fractures
§ 8:6 Cranial and nasal fractures

§ 8:7 Spinal fractures
§ 8:8 Ruptured or herniated discs
§ 8:9 Sprains and strains
§ 8:10 Torn or strained muscles
§ 8:11 Knee and elbow injuries
§ 8:12 Torn rotator cuff or meniscus
§ 8:13 Dislocations and other joint injuries
§ 8:14 Role of arthritis in evaluating "injury"
§ 8:15 Congenital or preexisting conditions
§ 8:16 "Chronic Backache Syndrome" prognosis and psychogenic injury
§ 8:17 Blunt trauma such as gunshot or knife wounds

III. INJURIES TO THE SKIN

§ 8:18 Types of wounds and their repair
§ 8:19 Burns
§ 8:20 Assessing the need for plastic surgery

IV. INJURIES TO THE NERVOUS SYSTEM

§ 8:21 Description of the human nervous system
§ 8:22 Injuries to the brain (concussions)
§ 8:23 Spinal cord injuries
§ 8:24 Role of the nervous system as related to pain
§ 8:25 Chronic Pain Syndrome
§ 8:26 Organic causes of pain
§ 8:27 Cumulative trauma, repetitive motion and Carpal Tunnel Syndrome
§ 8:28 Neurological repair
§ 8:29 Paralysis

V. OTHER TYPES OF INJURIES AND DISEASES ENCOUNTERED IN CASUALTY CLAIMS

§ 8:30 In general
§ 8:31 Phlebitis
§ 8:32 Understanding the cardiovascular system
§ 8:33 Heart attacks—Diagnosis, prognosis and treatment
§ 8:34 Relationship of "stress" to physical disease
§ 8:35 Malingering, exaggeration of symptoms, Factitious Syndrome
§ 8:36 Drug addition and alcoholism, over-reliance upon pain medications, addictions
§ 8:37 Pulmonary injuries and diseases, punctured lungs
§ 8:38 Asbestosis, black lung disease, and similar environmental pulmonary diseases
§ 8:39 Eye injuries

§ 8:40 Injuries to hearing
§ 8:41 Food poisoning, contaminated drinking water diseases
§ 8:42 Allergies, including allergies to insects or animals
§ 8:43 Hernias
§ 8:44 Tumors: Benign and malignant
§ 8:45 Hepatitis and other blood-related diseases
§ 8:46 Dental injuries, misdiagnosis of "TMJ"
§ 8:47 Exposures of medical personnel to diseases
§ 8:48 Sick Building Syndrome and related chemical exposures
§ 8:49 Injuries from animals

VI. DIAGNOSTIC PROCEDURES

§ 8:50 In general
§ 8:51 Angiography, angioplasty
§ 8:52 Intubation and endoscopic examination
§ 8:53 Laparoscopic examination
§ 8:54 Myelogram
§ 8:55 Electromyogram
§ 8:56 Arthroscopy
§ 8:57 Nerve conduction study
§ 8:58 Bone scan
§ 8:59 Other invasive techniques
§ 8:60 X-Rays
§ 8:61 Computerized tomography
§ 8:62 Magnetic Resonance Imaging
§ 8:63 Ultrasound
§ 8:64 Other non-invasive techniques
§ 8:65 Medical prescriptions encountered in casualty claims
§ 8:66 Genetic testing and common workers compensation injuries
§ 8:67 DNA Testing

CHAPTER 9. GENERAL PRINCIPLES OF LAW—PART I

I. BASICS OF AMERICAN JURISPRUDENCE

§ 9:1 The "common" or case law
§ 9:2 Statutory law
§ 9:3 The adversarial system
§ 9:4 The 'tripartite' defense arrangement and the contingency system

II. PRINCIPLES OF TORT LAW

§ 9:5 Basics of tort law—The law of negligence
§ 9:6 Duty owed and proximate cause

§ 9:7 Defenses of contributory or comparative negligence
§ 9:8 Other defenses, including Statutes of Limitations
§ 9:9 Factors that affect liability (including Attractive Nuisance Doctrine)
§ 9:10 Strict and absolute liability
§ 9:11 Gross negligence
§ 9:12 Multiple defendants, including joint and several liability rules

III. LITIGATION

§ 9:13 Jurisdiction and venue issues
§ 9:14 State and federal courts
§ 9:15 How legal doctrines change—Judicial and legislative modifications
§ 9:16 Understanding case law
§ 9:17 Litigation response
§ 9:18 Tort reform legislation
§ 9:19 Principles of subrogation
§ 9:20 Terminology, statutes of limitations, and other laws by state
§ 9:21 Statutes of limitations and defaults
§ 9:22 The Tripartite Relationship

CHAPTER 10. GENERAL PRINCIPLES OF LAW-PART II

I. CONFLICT OF LAWS

§ 10:1 Generally
§ 10:2 Lex loci delicti rule
§ 10:3 Best interests rule

II. CONTRACTS

§ 10:4 In general
§ 10:5 General principles of contract law
§ 10:6 Hold harmless agreements
§ 10:7 Exculpatory contracts
§ 10:8 Effect of contractual requirements or limitations on insurance
§ 10:8.50 Reformation

III. DAMAGES

§ 10:9 In general
§ 10:10 Special damages
§ 10:11 Property damage

§ 10:12 Bodily injury damages
§ 10:13 Compensatory damages
§ 10:14 Consequential damages
§ 10:15 Exemplary or punitive damages
§ 10:16 Constitutionality of punitive damages
§ 10:17 Vicarious liability for punitive damages
§ 10:18 Collateral source rule
§ 10:19 Loss of consortium
§ 10:20 Actions for wrongful death and survival rights
§ 10:21 Joint tortfeasors liability for damages
§ 10:22 Recovery over
§ 10:23 Emotional distress
§ 10:24 Hedonic damages

IV. EVIDENCE

§ 10:25 Generally
§ 10:26 Classifications of evidence
§ 10:27 —Hearsay evidence
§ 10:28 —Res gestae
§ 10:29 —Judicial notice
§ 10:30 Burden of proof
§ 10:31 Best evidence rule
§ 10:32 Opinion versus fact
§ 10:33 Res ipsa loquitur
§ 10:34 Competency of non-expert witnesses
§ 10:35 Privileged communications
§ 10:36 Expert testimony
§ 10:36.50 Lay witness testimony
§ 10:37 Spoliation of evidence

V. AGENCY

§ 10:38 Imputed negligence (respondeat superior)
§ 10:39 Determination of agent's negligence
§ 10:40 —Sub-agency
§ 10:41 —Temporary or special employee
§ 10:42 —Deviation
§ 10:43 —Joint venture agency liability
§ 10:44 Implied agency created by statute
§ 10:45 Family Purpose Doctrine
§ 10:46 Independent contractor

VI. BAILMENTS

§ 10:47 Generally
§ 10:48 Kinds of bailments
§ 10:49 —Custody versus bailment

§ 10:50 —Rental versus bailment
§ 10:51 —Theft versus bailment
§ 10:52 Acts of employees
§ 10:53 Contributory or comparative negligence as a defense
§ 10:54 Particular bailments

VII. DISCOVERY

§ 10:55 Discovery in litigation
§ 10:56 Interrogatories
§ 10:57 Depositions
§ 10:58 —Examination under oath
§ 10:59 Work product exception
§ 10:60 Mandatory disclosure under the Federal Act
§ 10:61 Attorney-client privilege

VIII. OTHER MATTERS

§ 10:62 Statutory matters
§ 10:63 Independent adjusters
§ 10:64 Trial bifurcation

CHAPTER 11. INTRAFAMILY TORT RELATIONSHIPS AND IMMUNITIES

I. IN GENERAL

§ 11:1 Minor children
§ 11:2 Parental liability for the torts of children
§ 11:3 Child's right of action for wrongful life
§ 11:4 Parent-child tortious relationship

II. THE DOCTRINES OF PARENTAL AND SPOUSAL IMMUNITIES

§ 11:5 History and background
§ 11:6 Parental immunity doctrine still effective
§ 11:7 —Fraud, collusion, and insurance as factors
§ 11:8 —Effect of insurance
§ 11:9 Abolition and curtailment of the parental immunity doctrine
§ 11:10 Emancipation
§ 11:11 Effect of the death of either party
§ 11:12 Intentional, willful, and wanton torts
§ 11:13 Gross negligence and drunken driving, effect of drugs, texting

III. HUSBAND/WIFE IMMUNITY DOCTRINE

§ 11:14 Historical background

§ 11:15 Married women acts
§ 11:16 Present trends abrogating husband/wife immunity

IV. PRENATAL INJURY

§ 11:17 Introduction
§ 11:18 Early decisions
§ 11:19 —The restriction of viability
§ 11:20 —When fetus is "quick"
§ 11:21 —"At time of conception"
§ 11:22 Right to recover for death of stillborn child
§ 11:23 —Recovery limited to pecuniary loss
§ 11:24 —Right of action for child born alive may be time limited
§ 11:25 Requirement of viability in death caused by prenatal injury

Bibliography

CHAPTER 12. GOVERNMENTAL AND CHARITABLE IMMUNITIES

I. GOVERNMENTAL IMMUNITY

§ 12:1 History and introduction
§ 12:2 Federal immunities
§ 12:3 —Absolute immunity—Judicial and legislative
§ 12:4 State and municipal immunities
§ 12:5 Municipal liability for police misconduct
§ 12:5.50 Municipal liability for failing to prevent or mitigate harm from mass shootings
§ 12:6 "Governmental" or "planning" acts and quasi-immunities
§ 12:7 Riots and civil disturbances
§ 12:8 Ministerial or proprietary acts versus governmental acts
§ 12:9 Defense of discretionary acts
§ 12:10 Municipal liability under sec. 1983
§ 12:11 Punitive damages in governmental immunity cases

II. EFFECT OF INSURANCE COVERAGE ON IMMUNITY

§ 12:12 Generally

III. THE DOCTRINE OF CHARITABLE IMMUNITY

§ 12:13 Generally
§ 12:14 "Good samaritan" statutes (*see also* Chapter 35.)

§ 12:15 Effect of insurance coverage on the charitable immunity doctrine

IV. HANDLING LIABILITY CLAIMS FOR GOVERNMENTAL AGENCIES, INSTITUTIONS, AND SCHOOLS

§ 12:16 Investigation of the statutes
§ 12:17 Investigation of the coverage
§ 12:18 Contractual investigation
§ 12:19 Investigation of the liability
§ 12:20 Investigation of the damages
§ 12:21 Finalizing settlement
§ 12:22 Special situations involving schools
§ 12:23 Claim situations involving American Indian Reservations

Bibliography

CHAPTER 13. SUITS—PRACTICE AND PROCEDURE

§ 13:1 The courts and their jurisdictions
§ 13:2 —State and local courts
§ 13:3 —Federal courts of appeal
§ 13:4 —Removal of cases to federal court
§ 13:5 Service of process
§ 13:6 —Waiver of proper service
§ 13:7 —Long arm statutes
§ 13:8 Change of venue
§ 13:9 Pleadings
§ 13:10 Insurance policy as evidence
§ 13:10.50 Insurance claim file as evidence
§ 13:11 Trial
§ 13:12 Appeal
§ 13:13 Liens
§ 13:14 Costs—Determination of award
§ 13:15 Claim department and defense counsel action
§ 13:16 Excess ad damnum
§ 13:17 Contingent fees
§ 13:18 Advertising
§ 13:19 Confidentiality & Privilege

CHAPTER 14. PRACTICAL CONSIDERATIONS OF SUITS AND CASUALTY LITIGATION

I. UNDERSTANDING INSURANCE LITIGATION

§ 14:1 Insurance law

§ 14:2 Legal expenses

II. DEALING WITH DEFENSE COUNSEL

A. INSURANCE CLAIM DEFENSE SUPERVISION

§ 14:3 Controlling defense
§ 14:4 Checklist in defense counsel relationships

B. SETTLEMENT REEVALUATION

§ 14:5 Claim evaluation
§ 14:6 Defense counsel's review
§ 14:7 Claim manager's or supervisor's review

C. WAIVER AND ESTOPPEL

§ 14:8 Waiver and estoppel
§ 14:9 Reservation of rights
§ 14:10 Unilateral instrument
§ 14:11 Receipt of letter
§ 14:12 Reservation letter versus written agreement
§ 14:13 Reasonable time limitation
§ 14:14 Reservation must be specific
§ 14:15 Reservation must be plain and unambiguous
§ 14:16 Notification to plaintiff or claimant
§ 14:17 Omnibus insured
§ 14:18 Primary versus excess insurer conflicts
§ 14:19 Withdrawal from defense
§ 14:20 Insured's right to hire own counsel at insurer's expense
§ 14:21 Settlement by insured
§ 14:22 Declaratory judgment actions
§ 14:23 Permissive and discretionary
§ 14:24 Questions of fact versus coverage
§ 14:25 Conflict of interests
§ 14:26 Reasonable timing
§ 14:27 Effect of nonwaiver agreement
§ 14:28 Attorney's fees
§ 14:29 Multiple insureds
§ 14:30 Interpleaders
§ 14:31 Paying policy limits into the court
§ 14:32 Counterclaim actions and settlements
§ 14:33 Compulsory counterclaim rule
§ 14:34 Counterclaim made subsequent to settlement
§ 14:35 Advice to insured regarding counterclaim
§ 14:36 Intervention

D. LITIGATION

§ 14:37 Availability of witnesses

§ 14:38 Trial preparation
§ 14:39 Trial and disposition
§ 14:40 Appeal
§ 14:41 Checklist for suit preparation

III. LAW REPORTING SYSTEMS

§ 14:42 State and regional law reports
§ 14:43 Online computer systems

IV. ALTERNATIVE DISPUTE RESOLUTION (A.D.R.)

§ 14:44 Alternatives to litigation
§ 14:45 Arbitration or mediation
§ 14:46 Minitrials

V. LITIGATION MANAGEMENT

§ 14:47 Litigation management as the role of the claims representative
§ 14:48 Litigation of casualty insurance claims
§ 14:49 Selection of which claims to litigate
§ 14:50 Selection of counsel
§ 14:51 Selection of venue
§ 14:52 Negotiation of defense fees
§ 14:53 Conducting discovery
§ 14:54 Selection of experts
§ 14:55 Demands and offers
§ 14:56 Coverage issues
§ 14:57 Status and pretrial reports
§ 14:58 Use of trial and jury consultants
§ 14:59 Billing and auditing of legal expenses
§ 14:60 Preparing for the possibility of an excessively high verdict
§ 14:61 Preparing for an appeal

Bibliography

CHAPTER 15. FRAUD

§ 15:1 Fraud by the claimant concerning the facts of an accident
§ 15:2 Fraud regarding allegations of injury
§ 15:3 Fraud practiced by repairmen or doctors without collusion by the claimant
§ 15:4 Fraudulent Acts of an insured
§ 15:5 Beware of danger signals
§ 15:6 Investigation of claims involving fraud
§ 15:7 —Undercover investigations
§ 15:8 —Index bureaus

§ 15:9 Medical fraud and psychosomatic illness
§ 15:10 Medical billing fraud
§ 15:11 Medical fraud—Overtreatment and incompetence
§ 15:12 — —Misused medical terminology
§ 15:13 — —Iatrogency (imagined symptoms)
§ 15:14 Exercising caution in investigation of insurance fraud
§ 15:15 Fraud training
§ 15:16 Anti-fraud statutes
§ 15:17 Innocent coinsureds and reverse bad faith
§ 15:18 Workers compensation fraud
§ 15:19 Technology and fraud detection
§ 15:20 Fraudulent releases
§ 15:21 Using policy conditions to fight fraud
§ 15:22 Insurer Fraud Reporting Immunity

CHAPTER 16. CLAIMS—RESERVES, RESERVING, AND STATISTICS

§ 16:1 What are reserves?
§ 16:2 Various types of claims reserves
§ 16:3 —Unearned premium reserves
§ 16:4 —Incurred but not reported reserves (IBNR)
§ 16:5 —Actual claim reserves
§ 16:6 —Expense reserves
§ 16:7 —One-shot cases
§ 16:8 —Delayed reserving system
§ 16:9 Importance of prompt reserving
§ 16:10 —Automobile and general liability claim reserving
§ 16:11 —Liability suit reserving
§ 16:12 —Fatal cases reserving
§ 16:13 —Property damage claims reserving
§ 16:14 —Workers' compensation cases reserving
§ 16:15 Reserve revisions
§ 16:16 Claim inventory or reserve reconciliation
§ 16:17 Reducing outstanding reserves
§ 16:18 Additional factors to consider in reserving policy
§ 16:19 Admissibility of reserves in evidence
§ 16:20 Claim statistics
§ 16:21 Claim department responsibility
§ 16:22 —Claims
§ 16:23 —Suits
§ 16:24 —Average reserves
§ 16:25 —Claim expenses
§ 16:26 —Settlement figures
§ 16:27 —Statistical forms
§ 16:28 The age of the computer
§ 16:29 Discovery of reserves

§ 16:30 Self-insured claim reserves
§ 16:31 Effect of changing medical services on injury reserves
§ 16:32 Self-insured claim reserve auditing

Bibliography

CHAPTER 17. SETTLEMENTS AND SETTLEMENT NEGOTIATIONS

I. OVERVIEW

§ 17:1 Introduction
§ 17:2 First-call settlements
§ 17:3 General rules concerning settlements
§ 17:4 —Demands made after settlement
§ 17:5 —Protecting medical bills
§ 17:6 —Dealing with the claimant's attorney
§ 17:7 Evaluating bodily injury claims
§ 17:8 Factors to be considered in evaluating the injury claim
§ 17:9 Establishing a settlement range
§ 17:10 Decisions concerning evaluation
§ 17:11 Control
§ 17:12 —Maintaining control of death cases
§ 17:13 The proper approach to settlement negotiations
§ 17:14 Offer versus demand
§ 17:15 Obtaining the release
§ 17:16 Negotiating with attorneys

II. DISPOSITION OF INJURY CLAIMS INVOLVING MINORS

§ 17:17 Generally
§ 17:18 Medical information
§ 17:19 Indemnification release
§ 17:20 Investigation
§ 17:21 Emancipated child
§ 17:22 Settlement with court approval
§ 17:23 Closing records
§ 17:24 Claim handling—Deductible or self insured

III. ADVANCE PAYMENTS

§ 17:25 Generally
§ 17:26 Advantages
§ 17:27 Choosing the cases
§ 17:28 Some reasonable limitations
§ 17:29 Method of payment

§ 17:30 Admission of liability
§ 17:31 Written permission to settle
§ 17:32 Statute of limitations
§ 17:33 Follow-up
§ 17:34 Closing the case
§ 17:35 Some legal aspects of making advance payments

IV. STRUCTURED SETTLEMENTS

§ 17:36 Introduction
§ 17:37 Tax considerations
§ 17:38 Legal aspects
§ 17:39 Model structured settlement act
§ 17:40 Workers' compensation cases

V. POSITIVE SETTLEMENT NEGOTIATIONS

§ 17:41 Generally
§ 17:42 Medical and other liens
§ 17:43 Tax legislation and its effect on settlements
§ 17:44 Computerized settlement negotiations
§ 17:45 Use of checkbooks and debit cards
§ 17:46 Policy limit payment and court allocation of available coverage limits
§ 17:47 Conflict resolution
§ 17:48 Litigation settlement in the 21st century
§ 17:49 Demands in "Cash" money

Bibliography

CHAPTER 18. RELEASES

§ 18:1 New developments
§ 18:2 Contractual aspects
§ 18:3 Release forms
§ 18:4 —Execution of release forms
§ 18:5 Fraud
§ 18:6 Indecent haste
§ 18:7 "Fairly and knowingly made"
§ 18:8 "In full satisfaction of all claims"
§ 18:9 Mistake concerning injuries or facts
§ 18:10 Respondeat superior
§ 18:11 Joint tortfeasors
§ 18:12 —Statutory enactment—Uniform Contribution Acts
§ 18:13 Releases in death claims
§ 18:14 Alleged subsequent malpractice by doctors
§ 18:15 Bad faith allegations to induce settlement
§ 18:16 —Assignment of insured's claim for bad faith
§ 18:17 Mary Carter Agreements

§ 18:18 Laches
§ 18:19 Releases for policy limits

Bibliography

CHAPTER 19. COVERAGE PROBLEMS

§ 19:1 Typical coverage problems
§ 19:2 Importance of immediate investigation
§ 19:3 Disclaimer of coverage
§ 19:4 Reservation of rights
§ 19:5 —Wording of the Letter of Reservation
§ 19:6 Problems in the Expanding Cumis Doctrine
§ 19:7 Nonwaiver agreements
§ 19:8 Declaratory judgment actions
§ 19:9 Plain language policies
§ 19:10 The doctrine of reasonable expectations
§ 19:11 —Ambiguity in the policy provisions
§ 19:12 —Existing means for balancing the equities
§ 19:13 —Commercial policies
§ 19:14 Actions of the agent or adjuster creating estoppel
§ 19:15 Intentional acts barring coverage
§ 19:16 Direct action states
§ 19:17 The 'guiding principles' of overlapping coverages
§ 19:18 Insurance problems involving assignment of coverages
§ 19:19 Allocation of covered and non-covered claims

Bibliography

Table of Contents

CHAPTER 20. SOME IMPORTANT CASUALTY POLICY PROVISIONS

I. ACCIDENT AND OCCURRENCE

§ 20:1 The concept of an "Occurrence"
§ 20:2 Self-defense
§ 20:3 Sexual molestation as an intentional act

II. APPLICATION FOR INSURANCE

§ 20:4 Application process
§ 20:4.50 Duty to indemnify

III. DUTIES OF THE INSURER

§ 20:5 Duty to defend
§ 20:6 Determination of insurer's duty—Limits of liability
§ 20:7 Duty to appeal
§ 20:8 Personal auto policy supplemental liability coverages

IV. NOTICE OF ACCIDENT OR OCCURRENCE

§ 20:9 Generally
§ 20:10 Prejudice
§ 20:11 Notice by others on behalf of the insured
§ 20:12 "As soon as practicable"
§ 20:13 Timely notice
§ 20:14 Written notice
§ 20:15 Disclaimer letter
§ 20:16 Investigation of delayed notice cases

V. ASSISTANCE AND COOPERATION

§ 20:17 Settlement by the insured

VI. COOPERATION

§ 20:18 Cooperation and other policy conditions
§ 20:19 Prejudice in cooperation cases
§ 20:20 Nonappearance at trial
§ 20:21 Statutory protection for injured claimants
§ 20:22 Defense against lack of cooperation

VII. "OTHER INSURANCE" AND OTHER CLAUSES

§ 20:23 The "other insurance" clause

VIII. POLICY CANCELLATION

§ 20:24 Cancellation
§ 20:25 Written notice of cancellation
§ 20:26 Cancellation because of nonpayment of premium
§ 20:27 Renewal of coverage
§ 20:28 The " 'known loss' " doctrine
§ 20:29 Recission
§ 20:30 Subrogation

IX. ISSUES OUTSIDE THE REALM OF CASUALTY INSURANCE

§ 20:31 Other issues
§ 20:32 Gun violence

CHAPTER 21. AWARDS OF PUNITIVE DAMAGES, THEORY OF INSURANCE BAD FAITH, AND STATE REGULATION

I. INTRODUCTION TO PUNITIVE DAMAGES, BAD FAITH, AND STATE REGULATION

§ 21:1 The concept of punitive or exemplary damages
§ 21:2 The concept of "full faith and fair dealing"
§ 21:3 Regulation of the insurance industry

II. PUNITIVE OR EXEMPLARY DAMAGE AWARDS

§ 21:4 Punishment and public policy
§ 21:5 Fines, penalties, triple damages, and other types of punishments
§ 21:6 How punitive damages are awarded and taxed
§ 21:7 Limitations on punitive damages
§ 21:8 Vicarious liability for punitive damages
§ 21:9 Insurability of punitive damage awards
§ 21:10 Self-funding mechanisms and punitive damages
§ 21:10.50 The Stowers doctrine—Texas failure to settle

III. INSURANCE BAD FAITH

§ 21:11 Original concept of insurance bad faith
§ 21:12 Duties of insured and insurer
§ 21:13 Conflict of interest within the 'tripartite relationship'

§ 21:14 Duty to defend vs. duty to pay
§ 21:15 Keeping the insured informed
§ 21:16 Duty to other parties
§ 21:17 Good faith negotiations
§ 21:18 Insurer's duty when acting beyond scope of policy contract
§ 21:19 "First party" bad faith—Misinterpretation of policy
§ 21:20 Reverse bad faith—Insured's fraud or misrepresentation
§ 21:21 Prevention of excess verdicts and bad faith allegations
§ 21:22 Defenses to bad faith claims
§ 21:23 Assignment of insured's right of action
§ 21:23.50 Choice-of-Law in Bad Faith Claims

IV. INSURANCE LEGISLATION AND REGULATION

§ 21:24 Insurance as commerce: state vs. federal regulation
§ 21:25 Insurance laws and regulatory agencies
§ 21:26 Licensing of insurer representatives
§ 21:27 State unfair claims settlement practice statutes

V. RELATED INSURANCE FACTORS

§ 21:28 Guiding principles
§ 21:29 Role of nongovernmental insurance organizations
§ 21:30 Recent litigation involving bad faith issues
§ 21:31 Insurance Guaranty Funds

CHAPTER 22. AUTOMOBILE POLICIES AND COVERAGES

I. INTRODUCTION AND HISTORY OF AUTOMOBILE INSURANCE

§ 22:1 Introduction to automobile insurance
§ 22:2 History of the automobile liability policy
§ 22:3 Basic Auto Policy
§ 22:4 Family Auto Policy and the Personal Auto Policy
§ 22:5 "Lucid Language" Forms
§ 22:6 Rating and regulation of automobile insurance
§ 22:7 Legislation regarding auto insurance
§ 22:8 Universality of automobile insurance
§ 22:9 Attempts to reform auto insurance

II. TYPES OF AUTOMOBILE INSURANCE

§ 22:10 Types of auto insurance companies

§ 22:11 Personal and family use—The "Omnibus Clause"
§ 22:12 Business auto insurance
§ 22:13 Fleet coverages
§ 22:14 Trucking coverages
§ 22:15 Vehicles for hire or rent—Insuring rental or livery vehicles
§ 22:16 Auto repair and dealership coverages
§ 22:17 Foreign liability

III. PERSONAL AUTO POLICIES

A. IN GENERAL

§ 22:18 The ISO "PAP" Form and individual packages
§ 22:19 Declarations
§ 22:20 When and where of coverage
§ 22:21 Limits of liability
§ 22:22 Deductibles
§ 22:23 Other rating factors
§ 22:24 Definitions
§ 22:25 Who is insured
§ 22:26 Trailers
§ 22:27 "Occupying"
§ 22:28 Coverage on other types of personal vehicles

B. LIABILITY COVERAGE

§ 22:29 The Insuring Agreement
§ 22:30 Bodily injury
§ 22:31 Property damage
§ 22:32 Covered persons and vehicles (the "Owned/Non-owned" and rental problem)
§ 22:33 Supplementary payments
§ 22:34 Exclusions
§ 22:35 Application of the Limits of Liability
§ 22:36 Coverage out of state
§ 22:37 Financial responsibility
§ 22:38 Other Insurance clause

C. MEDICAL PAYMENT COVERAGE

§ 22:39 Insuring agreement
§ 22:40 Who is covered
§ 22:41 Excluded loss
§ 22:42 Limits of liability, time limitations
§ 22:43 Other insurance
§ 22:44 Cooperation with the insurer

D. UNINSURED MOTORIST COVERAGE

§ 22:45 Reasons for financial responsibility laws

§ 22:46 Difference between uninsured and underinsured motorist coverage
§ 22:47 Insuring Agreement
§ 22:48 Definitions
§ 22:49 Exclusions
§ 22:50 Limits of liability
§ 22:51 The "stacking" problem
§ 22:52 Other insurance
§ 22:53 Arbitration
§ 22:53.50 Subrogation where tortfeasor's liability insurer becomes insolvent

E. COVERAGE FOR DAMAGE TO INSURED AUTO

§ 22:54 Difference between collision and loss "Other Than Collision"
§ 22:55 Coverage on "non-owned" vehicles, temporary substitutes
§ 22:56 Insuring Agreement
§ 22:57 Supplementary coverages including transportation
§ 22:58 Exclusions
§ 22:59 Limit of Liability
§ 22:60 Payment for loss and protection of insurable interests
§ 22:61 Determining amount of loss: role of the damage appraiser
§ 22:62 Resolving disputes—The "appraisal" process
§ 22:63 Subrogation
§ 22:64 The Nationwide Intercompany Arbitration Agreement
§ 22:65 Role of "Applicant" and "Respondent"
§ 22:66 Checklists for physical damage claims
§ 22:67 Coverage for damage to a rental vehicle
§ 22:68 Rental coverage add-on

F. CONDITIONS AND ENDORSEMENTS

§ 22:69 Insured's duty following an accident
§ 22:70 Issues regarding "notice"
§ 22:71 Issues regarding other "duties"
§ 22:72 Standard conditions
§ 22:73 Termination of coverage
§ 22:74 Transfer of interest
§ 22:75 Other Insurance clauses
§ 22:76 Special endorsements

IV. "NO-FAULT" LAWS AND ADD-ONS

§ 22:77 Early attempts at auto reparations reform acts
§ 22:78 Basics of mandatory "No-Fault" plans

§ 22:79 States with such plans
§ 22:80 Variations on the plans—Applicability to property damage
§ 22:81 Add-on plans
§ 22:82 Tort "thresholds"
§ 22:83 Effect of "No-Fault" on other coverages
§ 22:84 Structure of the coverage

V. COMMERCIAL AUTO LIABILITY POLICIES

§ 22:85 Difference between deductible insurance and self-insurance
§ 22:86 Business auto coverages and "symbols"
§ 22:87 The ISO Business Auto Policy
§ 22:88 Liability coverages for pollution
§ 22:89 Liability insuring agreements
§ 22:90 Physical damage coverages
§ 22:91 Uninsured/underinsured motorist coverages
§ 22:92 Business auto policy exclusions
§ 22:93 Cross liability and the "Additional Insured" endorsement
§ 22:94 Conditions and endorsements
§ 22:95 Reporting claims
§ 22:96 Other Insurance/Excess Insurance
§ 22:97 Garage Insurance
§ 22:98 Garagekeepers Legal Liability Insurance
§ 22:99 Trucker's liability insurance
§ 22:99.50 Cars (and Aircraft) as Livery Vehicles
§ 22:100 The 'Self-Driving' Vehicle, Robotics and Artificial Intelligence
§ 22:101 Automobile coverage for "on demand" service

Bibliography

CHAPTER 23. SOME LAWS APPLICABLE TO THE USE OF AUTOMOBILES

I. GUEST STATUTES

§ 23:1 Generally
§ 23:2 Checklist for investigation of guest statute cases

II. LIQUOR LAW LIABILITY

§ 23:3 Generally
§ 23:4 Dram shop and liquor control statutes
§ 23:5 Exclusivity of dram shop legislation
§ 23:6 Recent trends

§ 23:7 Social hosts and company parties
§ 23:8 Uninvited guest
§ 23:9 Employer hosts
§ 23:10 Insurance coverage
§ 23:11 Minors or incompetent guests
§ 23:12 Common law defenses
§ 23:13 Non-innocent participant
§ 23:14 Intoxication defined
§ 23:15 Extraterritoriality in dram shop jurisdiction
§ 23:16 Suit by the intoxicated person
§ 23:17 Insurance coverage for liquor law liability
§ 23:18 Non-auto cases

III. OTHER PARTICULAR LAWS

§ 23:19 Seat belt defense
§ 23:20 Helmet defense
§ 23:21 Negligent entrustment of a vehicle
§ 23:22 Vehicle safety

Bibliography

CHAPTER 24. PROTECTION AGAINST THE IRRESPONSIBLE MOTORIST

I. IN GENERAL

§ 24:1 Nature of irresponsibility
§ 24:2 Financial Responsibility Laws
§ 24:3 Auto insurance rating systems
§ 24:4 Assigned risk pool/joint underwriting associations
§ 24:5 Unsatisfied judgment laws
§ 24:6 Mandatory or compulsory insurance laws

II. UNINSURED AND UNDERINSURED MOTORIST COVERAGES

§ 24:7 Understanding the coverage
§ 24:8 Recovery stacking
§ 24:9 Other interpretations of underinsured coverage
§ 24:10 Hit and run and phantom vehicles
§ 24:11 Limitations on insured's right to settle
§ 24:12 UM/UIM exclusions

III. INVESTIGATION OF UNINSURED/ UNDERINSURED MOTORIST CLAIMS

§ 24:13 Identifying the covered parties

§ 24:14 Claim investigation and evaluation
§ 24:15 Preserving right of recovery against tortfeasor
§ 24:16 Using arbitration
§ 24:17 Coordination with other coverages
§ 24:18 Uninsured motorist property damage coverage

CHAPTER 25. AUTOMOBILE CLAIM INVESTIGATION IN THE 21ST CENTURY

I. GENERALLY

§ 25:1 Role of the automobile in modern society
§ 25:2 Trends in auto claim investigation
§ 25:3 Personal line claims
§ 25:4 Commercial line claims

II. THE MODERN AUTO CLAIMS DEPARTMENT

§ 25:5 Auto claim department structure
§ 25:6 Trend toward paperless handling
§ 25:7 Data collection and use
§ 25:8 Outside investigation and use of outside resources
§ 25:9 "Fast track" handling
§ 25:10 Understanding and combating the mysterious low impact-questionable injury claim

III. INVESTIGATION OF THE SERIOUS AUTO ACCIDENT

§ 25:11 Fatalities and serious injury accidents generally
§ 25:12 Defining and investigating the "serious" accident
§ 25:13 Reasons for detailed investigation, "black box" usage
§ 25:14 Identification of vehicle-related hazards contributing to accidents
§ 25:15 Driver impairment and distractions
§ 25:16 Driving conditions
§ 25:17 Common types of accidents

IV. INVESTIGATING LIABILITY, MEDICAL PAYMENTS, PIP, AND UNINSURED MOTORIST CLAIMS

§ 25:18 Insured and vehicle identification
§ 25:19 Coverage issues
§ 25:20 Liability issues
§ 25:21 Dealing with the third party
§ 25:22 Handling third party property damage liability claims
§ 25:23 Handling third party or insured injury claims

V. HANDLING PHYSICAL DAMAGE CLAIMS

§ 25:24 Vehicle identification and coverage issues
§ 25:25 Actual cash value, depreciation, and diminished value claims
§ 25:26 Salvage, towing, and loss of use
§ 25:27 Vehicle theft claims
§ 25:28 Vehicle damage appraisal
§ 25:29 Contract repair shops and use of "aftermarket" and used parts
§ 25:30 Total loss paperwork
§ 25:31 Documentation for subrogation, intercompany arbitration
§ 25:32 Tractor-trailer and heavy equipment claims
§ 25:33 Unusual factors involving alternative fuel vehicles
§ 25:34 Auto claims in the future

CHAPTER 26. PERSONAL & COMMERCIAL GENERAL LIABILITY COVERAGES

I. INTRODUCTION

§ 26:1 Development of personal and public liability insurance
§ 26:2 Role of liability insurance in commercial risk management

II. PERSONAL LIABILITY INSURANCE

§ 26:3 Comprehensive Personal Liability Policy—Homeowners section II
§ 26:4 Persons and places insured
§ 26:5 Insuring agreements and defense issues
§ 26:6 Exclusions
§ 26:7 Conditions
§ 26:8 Premises medical payments
§ 26:9 Damage to property
§ 26:10 Common endorsements
§ 26:11 Problems arising out of CPL policies

III. COMMERCIAL GENERAL LIABILITY POLICIES

§ 26:12 Types and forms of marketing
§ 26:13 Combinations of forms
§ 26:14 "Occurrence" forms
§ 26:15 "Claims-Made" forms
§ 26:16 "General" liability and other types of commercial liability

§ 26:17 Limits: relationship of primary to excess and "umbrella" coverages
§ 26:17.50 Limits: Express limitation of coverage to officers or directors, but only with respect to their duties as officers or directors

IV. BASICS OF PREMISES AND OPERATIONS COVERAGE

§ 26:18 Bodily injury coverage
§ 26:19 Property damage coverage
§ 26:20 Definitions
§ 26:21 Conditions

V. PRODUCTS AND COMPLETED OPERATIONS COVERAGES

§ 26:22 Product coverage
§ 26:23 Completed operations coverage
§ 26:24 Owners & Contractors Protective Liability coverage
§ 26:25 Contractual liability and fire liability coverage

VI. GENERAL EXCLUSIONS

§ 26:26 Expected or intended injury
§ 26:27 Contractual liability
§ 26:28 Liquor liability
§ 26:29 Workers compensation and employers liability
§ 26:30 Pollution
§ 26:31 Aircraft, watercraft, and vehicles
§ 26:32 The "loading and unloading" issue
§ 26:33 Mobile equipment
§ 26:34 Care, custody, and control—The "bailment" issue
§ 26:35 Product and completed operation exclusions
§ 26:36 War, nuclear hazard, and other exclusions
§ 26:37 Professional services exclusion
§ 26:37.50 Bacteria exclusion

VII. PERSONAL AND ADVERTISING INJURY LIABILITY

§ 26:38 Personal injury perils
§ 26:39 Exclusions or other limitations
§ 26:40 Advertising injury
§ 26:40.50 Trade Secrets and Intellectual Property

VIII. PERSONS AND TERRITORY INSURED

§ 26:41 Places and parties defined in the policy

§ 26:42 Employees
§ 26:43 "Additional insureds"
§ 26:44 Problems arising out of "additional insured" situations

IX. PREMISES MEDICAL PAYMENTS COVERAGE

§ 26:45 "Medical payments" insuring agreements
§ 26:46 Exclusions
§ 26:47 Conditions

X. SPECIAL ENDORSEMENTS

§ 26:48 Endorsements extending coverage
§ 26:49 Endorsements limiting coverage
§ 26:49.50 Endorsements May Not Eliminate Occurrence Requirements

XI. ISSUES RELATING TO COMMERCIAL GENERAL LIABILITY COVERAGES

§ 26:50 Premises and operations issues and investigation
§ 26:51 Notice of dangerous condition
§ 26:52 Landlord and tenant issues
§ 26:53 Negligent hiring, employee rage
§ 26:54 Liquor liability issues and investigation
§ 26:55 Construction "wrap-up" programs
§ 26:56 Construction and contractor liability cases
§ 26:57 Issues involving computer-related problems
§ 26:58 Products and completed operations issues and investigation
§ 26:59 Use of high deductibles in commercial liability coverages

XII. INVESTIGATING A PUBLIC LIABILITY POLICY COVERAGE ISSUE

§ 26:60 The need for accurate coverage investigation and evaluation
§ 26:61 The "four corners" match-up and "eight corner rule"

XIII. OTHER PUBLIC LIABILITY POLICY COVERAGE ISSUES

§ 26:62 Primary insurer's duty to excess insurer
§ 26:63 Duties between pure self-insureds and multiple excess insurers
§ 26:64 Mergers and acquisitions
§ 26:65 Drones: a new liability peril

§ 26:66 Liability for Unmanned Aerial Systems—"Drones"

CHAPTER 27. "OCCURRENCE"

§ 27:1 Introduction
§ 27:2 "Occurrence" is an "Accident"
§ 27:3 Manifestation theory
§ 27:4 Exposure theory
§ 27:5 Triple-trigger theory
§ 27:6 Injury in fact
§ 27:7 "Cause of Injury" determines number of occurrences
§ 27:8 Statute of limitations
§ 27:9 Stacking and proration
§ 27:10 Doctrine of reasonable expectations
§ 27:11 Neither expected nor intended from the standpoint of the insured
§ 27:12 Self-defense
§ 27:13 Negligent hiring
§ 27:14 Intentional acts

CHAPTER 28. INVESTIGATION OF PUBLIC OR GENERAL LIABILITY CLAIMS

I. IN GENERAL

§ 28:1 Generally
§ 28:2 General checklist for the investigation of public or general liability claims

II. CHECKLISTS FOR SPECIAL INVESTIGATIONS

§ 28:3 Introduction
§ 28:4 Claims involving tenancy
§ 28:5 Sidewalk claims
§ 28:6 Waxed floors
§ 28:7 Stairways
§ 28:8 Falling objects
§ 28:9 Elevators
§ 28:10 Escalators
§ 28:11 Construction cases
§ 28:12 Sports events, fairgrounds, and amusement parks
§ 28:13 Sports injuries and sexual harassment
§ 28:14 Golfing accidents
§ 28:15 Animals
§ 28:16 Blasting operations

III. PROPERTY SECURITY

§ 28:17 Generally

§ 28:18 Water jet ski and boating accidents
§ 28:19 Hotel slip and fall claims
§ 28:20 Interference with a business relationship
§ 28:21 Crisis management
§ 28:22 Dealing with the media in a crisis
§ 28:23 Security liability
§ 28:24 Food industry health liability claims
§ 28:25 Health club claims
§ 28:26 Leisure and entertainment industry liability exposures
§ 28:27 Resort, casino, and cruise ship claims
§ 28:28 Investigation of underground cave-in or enclosure collapse
§ 28:29 Entomologists and pest control
§ 28:30 Dry cleaners and laundries
§ 28:31 Landscapers and tree-removal activities
§ 28:32 Gun violence at academic institutions
§ 28:33 Commercial childcare
§ 28:34 Hydraulic fracturing
§ 28:35 Corn mazes
§ 28:36 Bullying as a tort

Table of Contents

CHAPTER 29. PRODUCTS LIABILITY

I. IN GENERAL

§ 29:1 Coverage
§ 29:2 Products hazard—Defective workmanship
§ 29:3 Containers
§ 29:4 —Manufacturers of component parts
§ 29:5 Exclusions
§ 29:6 Limits of liability
§ 29:7 Territorial extension
§ 29:8 Persons insured
§ 29:9 Vendor's endorsement
§ 29:10 Spoliation of evidence

II. LEGAL ASPECTS OF PRODUCTS LIABILITY

§ 29:11 Generally
§ 29:12 Intervening acts

III. SALES—BREACH OF WARRANTY

§ 29:13 Generally
§ 29:14 Express warranty (U.C.C. § 2-313)
§ 29:15 Merchantability and fitness for use
§ 29:16 Implied warranty—Merchantability code (U.C.C. § 3-316)
§ 29:17 —Fitness for particular purpose
§ 29:18 Multiple grounds for the same action
§ 29:19 Statute of limitations in warranty actions

IV. STRICT LIABILITY IN PRODUCTS CASES

§ 29:20 Generally
§ 29:21 Liability of vendors or other suppliers
§ 29:22 Statutory enactments
§ 29:23 Insurance protection
§ 29:24 Electromagnetic fields and stray voltage (EMF)

V. DESIGN DEFECTS

§ 29:25 Generally
§ 29:26 Unreasonably dangerous products

§ 29:27 Crashworthiness and second injury liability
§ 29:28 Seat belt defense—Crashworthiness
§ 29:29 Strict liability in design defect cases
§ 29:30 Open and obvious danger
§ 29:31 State-of-the-art defense
§ 29:32 Design alternatives
§ 29:33 Consumer expectation test
§ 29:34 Expert testimony

CHAPTER 30. PRODUCTS LIABILITY—DUTY TO WARN AND RECALL

I. DUTY TO WARN

§ 30:1 Generally
§ 30:2 Negligence and strict liability in duty to warn
§ 30:3 Foreseeability—Known or should have known
§ 30:4 Open and obvious condition
§ 30:5 Design defects
§ 30:6 Dangers that are common knowledge
§ 30:7 Adequacy of warning
§ 30:8 Proximate cause of injury
§ 30:9 To whom the duty is owed
§ 30:10 Alterations
§ 30:11 Component part
§ 30:12 Continuing duty to warn
§ 30:13 Continuing duty to warn in drug cases
§ 30:14 Method of warning in drug cases
§ 30:15 Drugs—Idiosyncratic side effects
§ 30:16 Postaccident warnings
§ 30:17 Preaccident governmental standards compliance
§ 30:18 Model act—Duty to warn
§ 30:19 Question of fact or law
§ 30:20 Handguns

II. RECALL

§ 30:21 Generally
§ 30:22 Duty to recall
§ 30:23 Coverage from loss resulting from recall
§ 30:24 "Sistership" exclusion
§ 30:25 Recall letter
§ 30:26 Recall as a defense
§ 30:27 Assumption of risk in recall cases
§ 30:28 Admissibility in evidence of recall letter
§ 30:29 Punitive damages in recall cases

CHAPTER 31. PRODUCTS LIABILITY—SOME DEFENSES AND RELATED PROBLEMS

I. SOME PRODUCTS LIABILITY DEFENSES

§ 31:1 Assumption of risk in products liability cases
§ 31:2 —Causal connection as a defense
§ 31:3 Comparative negligence
§ 31:4 Comparative negligence as a defense to strict liability
§ 31:5 Comparative causation
§ 31:6 State-of-the-art defense
§ 31:7 Agent Orange cases
§ 31:8 Crashworthiness of a vehicle

II. USED, REBUILT, RECONDITIONED, OR ALTERED PRODUCTS

§ 31:9 Generally
§ 31:10 Liability of manufacturer for reconditioned products
§ 31:11 Dealer preparation
§ 31:12 Assumption of risk
§ 31:13 Drugs and related products
§ 31:14 Duty to warn in prescription drug cases
§ 31:15 —The learned intermediary doctrine
§ 31:16 Hypersensitivity to certain drugs
§ 31:17 Premarketing testing
§ 31:18 Drug addiction
§ 31:19 Statutes of limitation in drug related cases
§ 31:20 Medical devices and instruments
§ 31:21 Products designed for illegal use
§ 31:22 —Handguns
§ 31:23 —Drug paraphernalia
§ 31:24 —Radar detection devices
§ 31:25 Subsequent modification or repair

III. FEDERAL RULES OF EVIDENCE

§ 31:26 Generally
§ 31:27 Superfund laws
§ 31:28 Expert witnesses

IV. POSTSETTLEMENT PROBLEMS

§ 31:29 Generally

V. CHANGES IN STANDARDS

§ 31:30 Generally

VI. "MARKET SHARE" LIABILITY AND SIMILAR THEORIES

§ 31:31 Generally
§ 31:32 Asbestosis cases in market-share liability
§ 31:33 Market share—DES and other drugs and products
§ 31:34 Punitive damages in market-share cases

VII. SUCCESSOR CORPORATIONS

§ 31:35 Generally
§ 31:36 Punitive damages against successor corporations

VIII. STATUTES OF LIMITATIONS OR REPOSE

§ 31:37 Generally
§ 31:38 Statutes of repose
§ 31:39 Implantations or insertions

IX. SERVICE VERSUS PRODUCT

§ 31:40 Generally

X. LONG-ARM STATUTES

§ 31:41 Generally
§ 31:42 Product mass-tort class litigation

CHAPTER 32. INVESTIGATION OF PRODUCTS LIABILITY CLAIMS

I. IN GENERAL

§ 32:1 Generally
§ 32:2 Strict liability—Areas for investigation
§ 32:3 Products liability investigation—General checklist

II. PRODUCTS LIABILITY—SOME SPECIFIC INVESTIGATIONS CHECKLISTS

§ 32:4 Automobiles
§ 32:5 Bottling claims
§ 32:6 Crop dusting
§ 32:7 Drugs and cosmetics
§ 32:8 Food consumption on premises of vendor
§ 32:9 Design defect cases
§ 32:10 Warning defects cases
§ 32:11 Altered products—Liability of original manufacturer
§ 32:12 Product recall

§ 32:13 Market share liability for fungible products
§ 32:14 Lead paint
§ 32:15 Latex allergy claims
§ 32:16 Automobile air bag injury claims
§ 32:17 "Hedonic" products and services
§ 32:18 Asbestos
§ 32:19 Self-administered medical screening/diagnostic tests and devices
§ 32:20 Exterior insulation and finish systems
§ 32:21 Miracle products and technology, fracking products
§ 32:22 Chinese drywall
§ 32:23 Infant products
§ 32:24 Diesel engines
§ 32:25 Three-dimensional printing
§ 32:26 Medical devices
§ 32:27 Trampolines
§ 32:28 Anhydrous ammonia and ammonium nitrate
§ 32:29 Doors and fire-resistant construction materials
§ 32:30 Marijuana or Cannabis

CHAPTER 33. PUNITIVE DAMAGES IN PRODUCTS LIABILITY CLAIMS

§ 33:1 Multiple exposure
§ 33:2 First come, first served
§ 33:3 Justification for punitive damages
§ 33:4 Phraseology used in justifying punitive damage awards
§ 33:5 Compensatory damages as a prerequisite or guide
§ 33:6 Settlement of underlying suit
§ 33:7 Collateral estoppel
§ 33:8 Wrongful death statutes
§ 33:9 Strict liability
§ 33:10 Negligence as a basis for awarding punitive damages
§ 33:11 Breach of warranty
§ 33:12 Insurance for punitive damages
§ 33:13 Vicarious liability for punitive damages
§ 33:14 Amounts awarded—Model Uniform Products Liability Act
§ 33:15 Recent trends in punitive damages
§ 33:16 Punitive damages in arbitration
§ 33:17 Punitive damages in products liability cases

CHAPTER 34. ENVIRONMENTAL POLLUTION

I. IN GENERAL

§ 34:1 Introduction

§ 34:2 Class actions
§ 34:3 Mass tort litigation
§ 34:4 State rules
§ 34:5 Federal acts concerning pollution—CERCLA
§ 34:6 Grounds for bringing environmental pollution actions
§ 34:7 Statutes of limitation
§ 34:8 —Strict liability in hazardous waste cases
§ 34:9 Investigation of environmental pollution claims checklist
§ 34:10 Oil spill cleanup and claims
§ 34:11 Lead paint litigation
§ 34:12 Diesel exhaust

II. INSURANCE COVERAGE

§ 34:13 Insurance for pollution in early comprehensive general liability forms
§ 34:14 Occurrence and accident defined
§ 34:15 Sudden and accidental discharges
§ 34:16 Definition of damages
§ 34:17 First-party cases
§ 34:18 Cleanup costs under older forms
§ 34:19 CERCLA
§ 34:20 Nuclear and other contaminations
§ 34:21 The "Absolute" pollution exclusion
§ 34:22 Leaking underground storage tank (LUST) claims
§ 34:23 Coal ash
§ 34:24 Environmental impairment liability coverage
§ 34:25 Coverage allocation
§ 34:26 Pollution—related litigation

Bibliography

CHAPTER 35. PROFESSIONAL LIABILITY—PHYSICIANS

I. IN GENERAL

§ 35:1 Introduction to professional liability insurance
§ 35:2 Introduction to physicians professional liability (Medical malpractice)
§ 35:3 Discussion of the medical malpractice crisis

II. PHYSICIANS, SURGEONS AND DENTISTS PROFESSIONAL LIABILITY INSURANCE

§ 35:4 Medical malpractice insurance in the 21st century
§ 35:5 The ISO "standard" physicians, surgeons, and dentists form

§ 35:6 The nonstandard policy and specialty insurers
§ 35:7 The link between commercial general and professional liability insurance
§ 35:8 Basics of the physicians, surgeons, and dentists form
§ 35:9 Insuring agreements
§ 35:10 Persons insured
§ 35:11 Limits of liability
§ 35:12 Definitions, "medical incidents"
§ 35:13 Consent to settle forms
§ 35:14 Exclusions, notice, and other conditions

III. GENERAL PRINCIPLES OF MEDICAL PROFESSIONAL LIABILITY LAW AND CLAIM INVESTIGATION

§ 35:15 Statutory and legislative factors in malpractice claims
§ 35:16 Contractual factors involved in malpractice claims: patient-physician relationship
§ 35:17 Determining the "standard of care"—"Art" or "science"?
§ 35:18 Factors indicating liability
§ 35:19 Breach of duty: allegations of malpractice
§ 35:20 Informed consent and exceptions
§ 35:21 Contributing negligence and other defenses
§ 35:22 Mental and emotional illnesses
§ 35:23 Second injuries
§ 35:24 Multiple defendants
§ 35:25 Evidence and experts in medical malpractice cases
§ 35:26 Investigation of the wrongful death claim
§ 35:27 Checklist for investigation of physician's malpractice claim

IV. 21ST CENTURY MEDICAL MALPRACTICE ISSUES

§ 35:28 Malpractice exposure in managed care
§ 35:29 Biotechnological ethics issues
§ 35:30 Genetic testing
§ 35:31 Assisted suicide
§ 35:32 Medical record privacy issues—"HIPAA"
§ 35:33 Terrorism and medicine—Prevention vs. risks
§ 35:34 Managing the medical malpractice claim or lawsuit
§ 35:35 Dangers of new diseases, global epidemics
§ 35:36 Use of releases

CHAPTER 36. PROFESSIONAL LIABILITY—DENTISTS, NURSES, HOSPITALS, AND DRUGGISTS—AND THE INVESTIGATION OF MEDICAL MALPRACTICE CLAIMS

I. DENTISTS

§ 36:1 Generally
§ 36:2 Duty of care
§ 36:3 Expert testimony
§ 36:4 Contributory and comparative negligence
§ 36:5 Releases
§ 36:6 Statutes of limitations
§ 36:7 Sexual misconduct

II. NURSES

§ 36:8 Generally
§ 36:9 Duty of care
§ 36:10 Locality rule
§ 36:11 Some areas of responsibilities of nurses
§ 36:12 Charitable immunity

III. HOSPITALS

§ 36:13 Coverage
§ 36:14 Who is covered
§ 36:15 Hospital liability
§ 36:16 Corporate liability
§ 36:17 Standard of care—Locality rule
§ 36:18 Vicarious liability of a hospital
§ 36:19 Ostensible agency doctrine
§ 36:20 Product/service distinction
§ 36:21 Negligent release of a mental patient
§ 36:22 Blood transfusions and blood banks
§ 36:23 Charitable immunity
§ 36:24 Pleadings

IV. DRUGGISTS (PHARMACIES)

§ 36:25 Generally

V. INVESTIGATION OF MEDICAL MALPRACTICE CLAIMS

§ 36:26 In general

§ 36:27 Checklists: qualifications of the insured
§ 36:28 Hospital records
§ 36:29 Druggist's malpractice claims
§ 36:30 Home health care providers
§ 36:31 Nursing home, assisted living, or extended care facility claims
§ 36:32 Medical spa and beauty treatment cases
§ 36:33 Health Maintenance Organizations (HMOs, PPOs)

Bibliography

CHAPTER 37. PROFESSIONAL LIABILITY—LAWYERS

I. LEGAL MALPRACTICE

§ 37:1 Attorney professional liability
§ 37:2 Some suggestions for the investigation of lawyer's malpractice cases
§ 37:3 Checklist for avoiding legal malpractice

II. POLICY COVERAGES

§ 37:4 Attorney professional liability insurance
§ 37:5 Occurrence policies
§ 37:6 Claims-made policies
§ 37:7 Cases involving exclusions
§ 37:8 Other ISO policy provisions
§ 37:9 Nonstandard policy forms
§ 37:10 Professional services
§ 37:10.50 Failure to understand policy language

III. GROUNDS UPON WHICH ACTIONS MAY BE BROUGHT

§ 37:11 Generally
§ 37:12 Privity of contract
§ 37:13 Actions in negligence—Standard of care
§ 37:14 "Errors-in-judgment" rule
§ 37:15 Duty to research the law
§ 37:16 The age of the computer
§ 37:17 The doctrine of "informed consent"
§ 37:18 The "but for" rule
§ 37:19 Conflict of interests
§ 37:20 What are legal professional services?
§ 37:21 Statute of limitations
§ 37:22 Client's business losses
§ 37:23 Estate planning

§ 37:24 Liability for emotional distress
§ 37:25 Malicious prosecution of lawyers
§ 37:26 Liability of insurer for defense attorney's error

Bibliography

CHAPTER 38. OTHER AREAS OF PROFESSIONAL LIABILITY

I. ACCOUNTANTS AND AUDITORS

§ 38:1 Definition of the practice of accounting
§ 38:2 Liability to client—Standard of reasonable care
§ 38:3 Restatement (Second) of Torts
§ 38:4 Liability to third parties—Privity of contract
§ 38:5 Statutory liability—Federal Security Act
§ 38:6 Accountants' professional liability
§ 38:7 Auditors and auditing

II. CLAIM ADJUSTERS

§ 38:8 Claim representative malpractice
§ 38:9 Insurance agency obligations

III. ARCHITECTS AND ENGINEERS

§ 38:10 Generally
§ 38:11 General areas of possible liability
§ 38:12 Hold harmless agreements
§ 38:13 Statute of limitations
§ 38:14 Legislation concerning statutes of limitations
§ 38:15 Checklist for investigation of cases involving architects and engineers

IV. CHURCHES AND CLERICS

§ 38:16 Generally

V. DIRECTORS AND OFFICERS

§ 38:17 Generally
§ 38:18 Indemnification
§ 38:19 Insurance
§ 38:20 The insurance policy
§ 38:20.50 Exclusions
§ 38:21 Officers and directors liability for clean-up costs
§ 38:22 Some recent directors and officers cases

VI. EDUCATORS

§ 38:23 In general

§ 38:24 Student participation in sports or other athletics

VII. INSURANCE AGENTS AND BROKERS

§ 38:25 Generally
§ 38:25.10 Duties of Agents
§ 38:25.20 Duties of agents—Duty to procure
§ 38:25.30 —Duty to disclose
§ 38:25.40 —Duty to advise
§ 38:26 Standard of care
§ 38:27 Insurance agent's authority
§ 38:28 Ratification
§ 38:29 Professional liability coverage for insurance agents
§ 38:30 Binders
§ 38:31 Actions by company against agent
§ 38:32 Actions by insured against agent
§ 38:33 Actions by third parties against agent
§ 38:34 Some defenses for malpractice actions
§ 38:35 Checklist for agents to prevent some actions for malpractice
§ 38:36 —Insurance brokers and special agents

VIII. VETERINARIAN LIABILITY

§ 38:37 Generally

IX. SEXUAL MISCONDUCT—INSURANCE COVERAGE

§ 38:38 Generally

X. REAL ESTATE BROKERS

§ 38:39 Real estate broker as a fiduciary

XI. OTHER PROFESSIONAL LIABILITY EXPOSURES AND COVERAGES

§ 38:40 Miscellaneous professional liability coverages
§ 38:41 Cyber industry malpractice

Bibliography

CHAPTER 39. HANDLING WORKERS COMPENSATION CASES

I. GENERAL PRINCIPLES

§ 39:1 Generally (See Chapter 40 for Discussion of the Work Comp Policy)

§ 39:2 Types of Compensation Acts
§ 39:3 State provisions for obtaining coverage

II. ADMINISTRATION

§ 39:4 Generally

III. BENEFITS

§ 39:5 In general
§ 39:6 Medical benefits
§ 39:7 Indemnity benefits
§ 39:8 Benefits to dependents in fatal cases
§ 39:9 Waiting period
§ 39:10 Second injury or special disability funds

IV. THOSE ENTITLED TO COVERAGE

A. IN GENERAL

§ 39:11 Exempted groups
§ 39:12 Injured must be an employee

B. DETERMINING WHO IS AN EMPLOYEE AND WHO IS AN EMPLOYER

§ 39:13 Generally
§ 39:14 General contractors
§ 39:15 Subcontractor
§ 39:16 Independent contractor
§ 39:17 Checklist for determining claimant's status
§ 39:18 Partners and corporate officers
§ 39:19 Dual employment
§ 39:20 Loaned employees
§ 39:21 Employee leasing
§ 39:22 Volunteers
§ 39:23 Casual employees
§ 39:24 Statutory employers

V. PERSONAL INJURY BY ACCIDENT ARISING OUT OF AND IN THE COURSE OF THE EMPLOYMENT

§ 39:25 Injury "Arising out of and in the Course of" employment—Generally
§ 39:26 Personal injury "In the Course of . . ."
§ 39:27 Accident
§ 39:28 "Arising Out of the Employment"
§ 39:29 "In the Course Of"

VI. EXCLUSIVE REMEDY IN WORKERS COMPENSATION

§ 39:30 Generally
§ 39:31 Remedy exclusive even where no compensation award is made
§ 39:32 Derivative suits
§ 39:33 Action for loss of consortium
§ 39:34 Dual capacity doctrine
§ 39:35 Insurance coverage dual capacity dilemma
§ 39:36 Intentional injury
§ 39:37 Sexual harassment

VII. OTHER MATTERS

§ 39:38 Third party action
§ 39:39 Punitive damages arising out of compensation cases
§ 39:40 Jurisdiction and extraterritoriality
§ 39:41 —Jurisdiction
§ 39:42 Notice of accident or disease
§ 39:43 Liability of successive insurers
§ 39:44 Illegal employment of minors
§ 39:45 Malpractice as related to workers compensation
§ 39:46 Final determination
§ 39:47 Rehabilitation
§ 39:48 Structured settlements in workers compensation cases
§ 39:49 Liens relating to workers compensation settlements—Subrogation
§ 39:50 The "Bunkhouse Rule"
§ 39:51 Privacy of workers comp records
§ 39:52 Trends in workers compensation
§ 39:53 Risk managing workers compensation
§ 39:54 Canadian workers compensation
§ 39:55 Federal Medicare/Medicaid set-aside liens

CHAPTER 40. WORKERS COMPENSATION COVERAGE AND CLAIM INVESTIGATION

I. THE NCCI POLICY: WORKERS COMPENSATION AND EMPLOYERS LIABILITY FORM

§ 40:1 Role of the National Council on Compensation Insurance
§ 40:2 The Workers Compensation Policy
§ 40:3 Part One: Workers Compensation Insurance
§ 40:4 Part Two: Employers Liability

§ 40:5 Part Three: Other States Insurance
§ 40:6 Exclusions and conditions
§ 40:7 Endorsements and schedules
§ 40:8 Premium rating
§ 40:9 Self-insurance and excess or stop-loss coverage
§ 40:10 Guarantee associations and insolvency funds
§ 40:11 Investigating and evaluating coverage issues

II. WORKERS COMPENSATION CLAIM INVESTIGATION

§ 40:12 "Accident" vs. "Injury" arising out of employment
§ 40:13 Investigating causation and compensability
§ 40:14 Injuries away from place of employment
§ 40:15 Interviewing the employer/insured
§ 40:16 Interviewing the injured employee
§ 40:17 Interviewing the witnesses
§ 40:18 Scene investigation
§ 40:19 Preserving evidence for subrogation

III. ASSESSING DAMAGES

§ 40:20 Obtaining and calculating wage information and waiting period
§ 40:21 Immediate medical care: selection by claimant or employer?
§ 40:22 Obtaining information from the treating physician
§ 40:23 Evaluating the injury
§ 40:24 Coordinating benefits with other providers or sources—Avoiding double-dip
§ 40:25 Preparing a second-injury fund claim
§ 40:26 Lingering injury vs. malingering—Investigating the suspicious loss
§ 40:27 Use of outside investigative services
§ 40:28 Isolating the facts for evaluation—Importance of loss data
§ 40:29 International coverage and claims

IV. OCCUPATIONAL DISEASES

§ 40:30 Coverage of occupational diseases in compensation legislation
§ 40:31 Respiratory and environmental diseases
§ 40:32 Other types of covered occupational diseases
§ 40:33 Common "Ordinary" illnesses—Diseases of life
§ 40:34 Emotional distress or mental anguish claims
§ 40:35 Nonmental stress-related claims

V. INVESTIGATING DISABILITY AND INDEMNITY

§ 40:36 Temporary partial disability

§ 40:37 Temporary total disability
§ 40:38 Permanent partial or total disability
§ 40:39 Reserving and calculating the benefits
§ 40:40 Following-up with the claimant or attorney
§ 40:41 Arranging for future medical benefits
§ 40:42 Benefits and survivorship in fatalities
§ 40:43 Settlement of workers compensation claims

VI. USE OF REHABILITATION FOR REDUCING LOSS

§ 40:44 Formal "Return-to-Work" Programs
§ 40:45 Use of medical case management
§ 40:46 Rehabilitation programs
§ 40:47 "Employee Assistance" programs
§ 40:48 Nonoccupational disability laws
§ 40:49 "24-Hour Coverage" plans

VII. EMPLOYERS LIABILITY CLAIMS

§ 40:50 Types of claims outside the "Exclusive Remedy" protection
§ 40:51 Claims where employer has rejected the "Act"
§ 40:52 Spousal derivative claims
§ 40:53 Dual capacity claims
§ 40:54 "Intentional" injury claims
§ 40:55 "Co-Worker" suits
§ 40:56 Independent contractor "Claim-over" suits
§ 40:57 Illegal employment claims (minors, illegal immigrants)

VIII. EMPLOYER LIABILITY AND WORKERS COMPENSATION LITIGATION

§ 40:58 Rights of claimants to bring suits
§ 40:59 Defending workers compensation litigation
§ 40:60 Separating "Employers Liability" from "Employment Practices Liability"

IX. RECENT WORKERS COMPENSATION ISSUES

§ 40:61 Workplace violence
§ 40:62 Compensability of incarcerated "Employee"
§ 40:63 Pursuing claims against treating physician for malpractice
§ 40:64 Elderly workers
§ 40:65 Workers compensation for public employees in hazardous conditions
§ 40:66 Employer health tracking

§ 40:67 Opioid addiction and deaths

CHAPTER 41. FEDERAL EMPLOYERS LIABILITY ACT AND OTHER FEDERAL EMPLOYMENT COMPENSATION LEGISLATION

§ 41:1 McCarron-Ferguson Act of 1945
§ 41:2 Federal legislation—Americans With Disability Act
§ 41:3 Federal Employees' Compensation Act (FECA)
§ 41:4 Federal Employers' Liability Act (FELA)
§ 41:5 Longshore and Harbor Workers' Compensation Act
§ 41:6 Defense Base Act
§ 41:7 War Hazards Compensation Act
§ 41:8 The Jones Act (Merchant Marine Act, Revised 7th ed. 1976)
§ 41:9 Federal Tort Claims Act
§ 41:10 Occupational Safety and Health Act (OSHA)
§ 41:11 Death On The High Seas Act (1976) (DOHSA)
§ 41:12 Veterans Administration Benefits
§ 41:13 Racketeer Influenced and Corrupt Organizations Act (RICO)
§ 41:14 Federal Arbitration Act
§ 41:15 Federal Insecticide, Fungicide & Rodenticide Act (FIFRA)
§ 41:16 Federal Age Discrimination Act

CHAPTER 42. WRONGFUL TERMINATION OF EMPLOYMENT, DISCRIMINATION, AND EMPLOYMENT PRACTICES LIABILITY

I. IN GENERAL

§ 42:1 Introduction
§ 42:2 Types of discriminatory actions creating employment practices liability
§ 42:3 Employment Practices Liability insurance
§ 42:4 Typical EPL actions
§ 42:5 Actions brought in contract
§ 42:6 Implied contracts—Personnel manuals
§ 42:7 Public policy exceptions to the "At-Will" doctrine
§ 42:8 Implied covenant of good faith and fair dealing

II. TORT OF WRONGFUL DISCHARGE

§ 42:9 Generally
§ 42:10 Fraud

§ 42:11 Emotional distress and punitive damages
§ 42:12 Employment discrimination
§ 42:13 Other grounds for tort actions

III. INSURANCE ISSUES IN DISCRIMINATION OR TERMINATION OF EMPLOYMENT

§ 42:14 Generally
§ 42:15 Umbrella policies
§ 42:16 Errors & omissions and directors & officers liability policies
§ 42:17 Comprehensive and commercial general liability policies
§ 42:18 Occurrence—Pattern and practice
§ 42:19 Employment exclusion in general liability policies
§ 42:20 "Civil Suit"
§ 42:21 Public policy in insurance coverage
§ 42:22 Workers' compensation policy
§ 42:23 "Occurrence" defined

IV. SEXUAL HARASSMENT

§ 42:24 The "Sexual Harassment" problem
§ 42:25 Definition of "Sexual Harassment"
§ 42:26 Gender discrimination
§ 42:27 Handling a harassment or discrimination claim

V. OTHER MATTERS

§ 42:28 Effects of Americans With Disability Act (ADA)
§ 42:29 Employment practices liability loss prevention
§ 42:30 Unemployment compensation claims of terminated employees
§ 42:31 The international nature of employment practices laws
§ 42:32 Garnishing of wages
§ 42:33 Other workplace laws

Bibliography

CHAPTER 43. SUBROGATION—SALVAGE—CONTRIBUTION—ALLOCATION—AGGREGATE LIMITS

I. SUBROGATION

§ 43:1 Basics of subrogation

§ 43:2 Policy wording
§ 43:3 Applicable insurance lines
§ 43:4 Third party recovery
§ 43:5 Third party settlement by insured
§ 43:6 Sample form lien letters
§ 43:7 Other subrogation rights
§ 43:8 Right of action
§ 43:9 Defenses to subrogation actions
§ 43:10 Voluntary payment
§ 43:11 Waiver of subrogation rights
§ 43:12 Loan receipts
§ 43:13 Practical application of subrogation rights
§ 43:14 Some factors to consider
§ 43:15 Subrogation receipt
§ 43:16 Knock-for-knock agreements
§ 43:17 Subrogation agreement
§ 43:18 Arbitration
§ 43:19 Deductible feature of collision policy
§ 43:20 Subrogation apportionment—Excess carrier
§ 43:21 Recovery expenses
§ 43:22 Some recent cases involving subrogation
§ 43:23 Subrogation under the workers compensation acts

II. SALVAGE

§ 43:24 In general
§ 43:25 Checklist for claims involving salvage

III. CONTRIBUTION

§ 43:26 Contribution, generally

IV. ALLOCATION

§ 43:27 Allocation of damage awards

V. AGGREGATE LIMITS

§ 43:28 Aggregate limit of liability

Bibliography

CHAPTER 44. LOSS REPORTING AND CLAIM AUDITS

I. IN GENERAL

§ 44:1 Introduction

II. REPORTING

§ 44:2 Necessity for reporting

§ 44:3 Necessity for prompt reporting
§ 44:4 Manner and form of reporting
§ 44:5 The art of dictating a report
§ 44:6 Objectionable material

III. REPORTS

§ 44:7 Casualty claim investigation report outline (other than compensation)
§ 44:8 Casualty litigation report outline (other than workers compensation)
§ 44:9 Workers compensation claim investigation report outline
§ 44:10 Special report outlines
§ 44:11 Interim reports
§ 44:12 Final reports
§ 44:13 Computerized reporting systems

IV. CLAIMS REVIEWS OR AUDITS

§ 44:14 Reasons for claims review or audit
§ 44:15 Primary factors to consider in a claims review
§ 44:16 Conducting a claim audit for self-funding commercial insured
§ 44:17 Auditing files in litigation
§ 44:18 Audit compliance criteria to industry or claim contract standards
§ 44:19 Report and file retention

CHAPTER 45. REINSURANCE OF CASUALTY CLAIMS

I. IN GENERAL

§ 45:1 History and development
§ 45:2 Definition of reinsurance
§ 45:3 Relationship between reinsurer and reinsured
§ 45:4 General objectives of reinsurance
§ 45:5 Indemnity contract

II. REINSURANCE TYPES, KINDS, AND PLANS

§ 45:6 Generally
§ 45:7 Quota share reinsurance
§ 45:8 Facultative reinsurance
§ 45:9 Surplus reinsurance
§ 45:10 Aggregate excess-of-loss reinsurance
§ 45:11 Working excess reinsurance

§ 45:12 Property catastrophe reinsurance contracts
§ 45:13 Fronting contracts
§ 45:14 Other types of reinsurance contracts
§ 45:15 Governmental reinsurance-related programs

III. RESPONSIBILITIES OF THE CEDING AND REINSURING COMPANY

§ 45:16 "Utmost Good Faith"
§ 45:17 Reinsurer's responsibility to ceding company
§ 45:18 Following the fortunes of the reinsured
§ 45:19 Arbitration provision
§ 45:20 Cooperation and notice of claim or suit clauses and claims
§ 45:21 The Terrorism Risk Insurance Act of 2002

Bibliography

Table of Contents

CHAPTER 46. HIGH DEDUCTIBLES, PURE SELF-INSURANCE AND OTHER SELF-FUNDING MECHANISMS IN COMMERCIAL RISK MANAGEMENT PROGRAMS

I. SELF-INSURANCE OF CASUALTY INSURANCE LOSSES

§ 46:1 Generally

II. OTHER TYPES OF SELF-FUNDED INSURANCE PROGRAMS

§ 46:2 Generally
§ 46:3 High deductible and "fronted" insurance
§ 46:4 Experience rating and retrospectively rated policies
§ 46:5 Self-insured retentions (SIRs) and funded reserve programs
§ 46:6 Excess, stop loss, and umbrella policies
§ 46:7 Fronted and compensating balance programs
§ 46:8 Captives and underwriting pools
§ 46:9 Self-insurance or captive related problems

III. SELF-INSURED CLAIMS HANDLING PROCEDURES

§ 46:10 Generally
§ 46:11 In-house claims departments
§ 46:12 Outside adjusting services
§ 46:13 Statistical reporting
§ 46:14 Claims settlement funding
§ 46:15 Centralized or local claims handling
§ 46:16 Supervision and monitoring
§ 46:17 Computerized communication and analysis

IV. MACRO-ADJUSTING VS. MICRO-ADJUSTING

§ 46:18 Generally

Bibliography

CHAPTER 47. COMPUTERS AND CASUALTY INSURANCE CLAIMS

I. IN GENERAL

§ 47:1 Introduction

II. COMPUTERIZED ASPECTS OF BUSINESS

§ 47:2 Generally
§ 47:3 Control of internal accounting and payroll systems
§ 47:4 Control of internal human resources data systems
§ 47:5 Control of business products: sales and inventory
§ 47:6 Control of customer billing
§ 47:7 Internal/External systems: telephone and communication systems
§ 47:8 Robotics

III. AREAS OF CASUALTY EXPOSURE

§ 47:9 Generally
§ 47:10 Direct and indirect loss from physical damage
§ 47:11 Physical damage
§ 47:12 Indirect loss
§ 47:13 Third-party liability
§ 47:14 Contingent liability for loss of client data
§ 47:15 Hardware errors
§ 47:16 Software errors
§ 47:17 Internal and external dishonesty
§ 47:18 Confidentiality of data

IV. CASUALTY INSURANCE FOR COMPUTER RELATED LOSS

§ 47:19 Generally
§ 47:20 Coverage provided within other forms
§ 47:21 Commercial property forms
§ 47:22 Commercial liability forms
§ 47:23 Commercial crime loss forms
§ 47:24 Special risk coverages (computerized robotics)
§ 47:25 Software E&O
§ 47:26 Software infringement—License violations
§ 47:27 Data loss
§ 47:28 Insurance for computer first and third party risks
§ 47:29 Cyber warfare, computer fraud, and liability to others

V. INVESTIGATION OF COMPUTER-RELATED LOSS

§ 47:30 Generally

§ 47:31 Investigating the coverage
§ 47:32 Type of loss
§ 47:33 Property and inland marine losses
§ 47:34 Crime losses
§ 47:35 Liability losses
§ 47:36 Coverage aspects
§ 47:37 Evaluating and reporting coverage to the insurer
§ 47:38 Coverage negotiation
§ 47:39 Potential third party claims
§ 47:40 Assessing data-related factors
§ 47:41 Assessing damages
§ 47:42 Preventing and managing litigation

VI. USE AND MISUSE OF COMPUTER DATA IN LITIGATION

§ 47:43 Generally
§ 47:44 Discoverability of computerized documentation
§ 47:45 Admissibility of computerized documentation

VII. USE OF THE COMPUTER IN ADJUSTMENT OF CASUALTY CLAIMS

§ 47:46 Generally
§ 47:47 Claim reserve and payment records
§ 47:48 File reporting
§ 47:49 Communications with those involved in claims
§ 47:50 Computer-generated damage evaluations
§ 47:51 "Artificial Intelligence"—Good or Bad?

CHAPTER 48. CRIME, SURETYSHIP AND FINANCIAL CLAIMS AS CASUALTY LOSS

I. TYPES OF CRIME INSURANCE COVERAGES

§ 48:1 Generally

II. RESIDENTIAL AND PERSONAL CRIME LOSS

§ 48:2 Types of residential or personal crime coverages
§ 48:3 Investigation of residential or personal crime claims

III. BURGLARY, ROBBERY AND COMMERCIAL THEFT

§ 48:4 Commercial crime coverage, generally
§ 48:5 Coverage investigation
§ 48:6 Liability investigation

§ 48:7 Damage investigation, evaluation, and negotiation

IV. SAFE BURGLARY AND ROBBERY (COMMERCIAL) INVESTIGATION

§ 48:8 Generally
§ 48:9 Coverage investigation
§ 48:10 Liability investigation
§ 48:11 Investigation, evaluation, and negotiation of the amount of loss
§ 48:12 ATM/Night depository theft (personal or commercial coverages)

V. COMPUTER THEFT AND RELATED CRIMES

§ 48:13 Computer fraud coverage, generally
§ 48:14 Computer crime coverage
§ 48:15 Investigation of computer-related crime

VI. DEPOSITORS FORGERY AND RELATED CRIME INSURANCE COVERAGES

§ 48:16 Depositors forgery and other crime coverages
§ 48:17 Depositors forgery coverage and claims
§ 48:18 Other crime peril coverages

VII. FIDELITY CLAIMS (EMPLOYEE DISHONESTY) AND RELATED COVERAGES

§ 48:19 Employee dishonesty (fidelity bonds)
§ 48:20 Types of fidelity bonds
§ 48:21 Coverage aspects of employee dishonesty/fidelity bonds
§ 48:22 Guidelines for handling employee dishonest claims
§ 48:23 Related types of bonds
§ 48:24 Underwriting criteria of suretyship

VIII. RELATED FINANCIAL AND FIDUCIARY LIABILITY COVERAGES

§ 48:25 Financial and fiduciary issues
§ 48:26 Fiduciary liability insurance
§ 48:27 Accounts receivable or bankrupt client coverages
§ 48:28 Directors & Officers (D&O) liability insurance
§ 48:29 Domestic and international terrorism coverages
§ 48:30 Contract bonds
§ 48:31 Other types of nonfidelity surety bonds
§ 48:32 Intellectual property
§ 48:33 Financial institution insurance issues

CHAPTER 49. TRANSPORTATION-RELATED CASUALTY CLAIMS

I. INTRODUCTION

§ 49:1 The nature of transportation risks

II. COMMERCIAL AUTOMOBILE RISKS (FLEET/TRUCKS)

§ 49:2 Highway vehicle exposures
§ 49:3 Business auto coverage forms
§ 49:4 Investigation of large vehicle liability and related coverages
§ 49:5 Physical damage—The deductible and stated value issue
§ 49:6 The "Mobile Equipment" issue
§ 49:7 Liability investigation and risk management of the highway risk
§ 49:8 Beyond the I.C.C.—Dealing with the STB, NTSB, or EPA

III. INLAND MARINE AND SPECIAL COVERAGES

§ 49:9 Nature of Inland Marine Insurance
§ 49:10 Instrumentalities of commerce and transportation
§ 49:11 Cargo and goods shipment, including postal risks
§ 49:12 "Floater" forms
§ 49:13 Bailment liability and combination forms

IV. OCEAN MARINE, AVIATION AND OTHER COVERAGES

§ 49:14 Nature of "Wet" marine risks
§ 49:15 Basics of ocean marine coverages
§ 49:16 Hull coverages
§ 49:17 Freight (cargo) and general average
§ 49:17.50 Liability of marine vessel owners and operators to those both aboard the vessel and elsewhere
§ 49:18 Yacht and small craft claims
§ 49:19 Background of aviation risks
§ 49:20 Coverage of aircraft
§ 49:21 Liability, selection of exposure coverages
§ 49:22 Investigating an aviation accident
§ 49:23 Specialty risks
§ 49:24 Railroad-related claims
§ 49:25 Delay in shipment claims

§ 49:26 Renewable energy methods
§ 49:26.50 Pipelines and tunnels
§ 49:27 Rail transport vs. pipelines
§ 49:28 The space industry

CHAPTER 50. PROPERTY INSURANCE CLAIMS AND LOSS ADJUSTING

I. INTRODUCTION TO PROPERTY INSURANCE

§ 50:1 History of property insurance
§ 50:2 Typical property insurance agreements and conditions
§ 50:3 Personal lines—Premises and unscheduled personal property
§ 50:4 Commercial lines—Premises and unscheduled personal property
§ 50:5 —Various coverage issues

II. PERILS COVERED AND EXCLUDED

§ 50:6 Selection of peril coverage
§ 50:7 Fire-related perils and exclusions
§ 50:8 Weather-related perils and exclusions
§ 50:9 Flood insurance—Exclusions and NFIP coverages
§ 50:10 Perils related to natural events (other than weather)
§ 50:11 Perils related to human activities and exclusions
§ 50:12 Government-related loss and exclusions
§ 50:13 War, terrorism, and nuclear events

III. COVERAGE FOR CERTAIN CIRCUMSTANCES

§ 50:14 Supplemental coverages
§ 50:15 Coverage on property of others
§ 50:16 Coverage on property away from covered premises
§ 50:17 Special needs coverage: farms, crops, livestock
§ 50:18 Personal property and home services

IV. EVALUATION AND ADJUSTMENT OF PROPERTY LOSSES

§ 50:19 Evaluation of loss
§ 50:20 Total losses
§ 50:21 Assessing structural damage—Application of building codes
§ 50:22 Coinsurance, replacement cost coverage, and depreciation
§ 50:23 Assessing personal property losses and related indirect loss

§ 50:24 Claim settlement options
§ 50:25 Equipment breakdown coverage (boiler & machinery)

CHAPTER 51. INDIRECT LOSS—FIRST- AND THIRD-PARTY CLAIMS

I. TYPES OF INDIRECT LOSS

§ 51:1 Introduction to indirect loss
§ 51:2 Types of indirect loss
§ 51:3 History of indirect loss insurance
§ 51:4 Indirect vs. direct loss
§ 51:5 Documentation of indirect loss
§ 51:6 Responsibility for indirect loss

II. INSURANCE COVERAGES FOR COMMERCIAL INDIRECT LOSSES

§ 51:7 Equipment breakdown insurance
§ 51:8 Computer insurance (indirect loss)
§ 51:9 Indirect loss coverages in liability forms
§ 51:10 Indirect loss coverage in business auto physical damage forms
§ 51:11 Basics of business income insurance
§ 51:12 Business income forms
§ 51:13 Extra expense coverages
§ 51:14 Rental value coverages
§ 51:15 Contingency (loss to dependent property) coverages
§ 51:16 Leasehold interest coverages
§ 51:17 Unusual indirect loss coverages

III. COMBINATION CLAIMS

§ 51:18 Determining net income
§ 51:19 Determining continuing and extra expenses
§ 51:20 Determining ordinary payroll
§ 51:21 Covered and uncovered operating expenses
§ 51:22 Use of accountants in claim calculation
§ 51:23 Calculation of economic loss in nonworkers compensation death claims
§ 51:24 Calculation of economic loss in survival or serious injury claims
§ 51:25 Loss from blockages

CHAPTER 52. COORDINATING CASUALTY INSURANCE CLAIMS WITH LIFE AND HEALTH COVERAGES

I. IN GENERAL

§ 52:1 Introduction to life and health coverages
§ 52:2 The private market
§ 52:3 Group coverages (employee benefits)

II. TYPES OF COVERAGES

§ 52:4 Life insurance
§ 52:5 Accidental Death & Dismemberment Insurance (AD&D)
§ 52:6 Medical, surgical, & hospitalization insurance
§ 52:7 Disability insurance
§ 52:8 Specialty coverages
§ 52:9 Changes in medical insurance delivery systems

III. OVERLAPS WITH CASUALTY INSURANCE

§ 52:10 The changing role of commercial risk management
§ 52:11 Areas of coverage overlaps—Avoiding 'Double Dip'
§ 52:12 Determining who pays what portion of the loss
§ 52:13 Conflicts in delivery systems and the issue of choice
§ 52:14 Effects of ERISA
§ 52:15 Medicare set-asides and the Affordable Care Act
§ 52:15.50 Medicare Secondary Payer Act—Private causes of action for double damages against primary plans that fail to provide primary payment or appropriate reimbursement to Medicare

CHAPTER 53. CLAIMS TECHNOLOGY AND SECURITY ISSUES IN THE TWENTY-FIRST CENTURY

I. IN GENERAL

§ 53:1 Technology and the insurance industry
§ 53:2 Benefits and hazards of robotics
§ 53:3 Technology and insurance administration
§ 53:4 Loss data and analysis
§ 53:5 Determination of damage values
§ 53:6 Fraud detection
§ 53:7 Claim reporting, settlement, and litigation management

II. NEW PERILS AND CLAIM EXPOSURES RELATED TO TECHNOLOGY AND SECURITY

§ 53:8 Technology and identity theft—First and third party exposures
§ 53:9 Technology "security" liability issues and insurance
§ 53:10 Security liability to customers
§ 53:11 Security against terrorism
§ 53:12 Pandemics
§ 53:13 Nontechnology/security/terrorism risks of the 21st century
§ 53:14 Elder abuse

CHAPTER 54. BASICS OF COMMERCIAL RISK MANAGEMENT IN THE 21ST CENTURY

I. FINANCING RISK

§ 54:1 Pure risk management concepts
§ 54:2 Transfer of risk
§ 54:3 Transfer of risk costs by contract
§ 54:4 Risk cost acceptance—Unbudgeted
§ 54:5 —Budgeted reserves
§ 54:6 Use of credit to pay for loss
§ 54:7 Tax offsets
§ 54:8 Bankruptcy
§ 54:9 Actuarial requirements to self-insure or self-fund loss
§ 54:10 Hedging and pooling
§ 54:11 Analysis of perils and exposures

II. RISK CONTROL

§ 54:12 Preloss prevention programs
§ 54:13 Areas for preloss prevention
§ 54:14 Loss control processes
§ 54:15 Cost of preloss prevention
§ 54:16 Postloss cost control processes
§ 54:17 Measuring efficiency of the risk management program
§ 54:18 Financial technology and new ways of tracking commerce
§ 54:19 "Global Warming"
§ 54:20 Risks in the Energy Market
§ 54:21 Risk managing disasters
§ 54:22 The dangers of computer hacking and cyberattacks

Table of Laws and Rules

Table of Cases
Index