



## **PROPERTY INSURANCE CLAIM APPEAL PROCESS**

**If a Parish / School is considering appealing Catholic Mutual's coverage determination it is important to notify Jordan Harper and Holly Orsagh prior to taking action to start the claim appeal process.**

If a Parish / School wishes to appeal Catholic Mutual's coverage determination, the following steps must be followed:

- Parish / School representative must receive authorization from pastor/principal to file claim appeal.
- Submit written explanation for the reason for the claim appeal to Jordan Harper, [jharper@catholicmutual.org](mailto:jharper@catholicmutual.org), and Holly Orsagh, Director of Financial Services, [horsagh@archatl.com](mailto:horsagh@archatl.com).
- Parish / School may, at their own expense, submit to the CRM additional reports or other detailed supporting information outlining the justifications for CRM to change coverage determination.
- If CRM hired a third-party engineer and used the engineer's report for the initial determination of coverage, and the Parish / School wishes to hire their own engineer to dispute coverage determination of CRM, a Georgia Registered Professional Engineer is required.
- Once CRM completes their review of the additional information submitted by Parish / School, CRM will advise Parish / School of final coverage determination.