



COVID-19 Resources

# BUSINESS INTERRUPTION & DELAY CLAIMS

## Questions and Checklist



### Business Interruption Claims Questions

The following is a reference tool and contains information to guide what will be necessary for documentation as well as questions that will be asked for Business Interruption claims or Delay claims.

Category	Description	Comments
Type of Business	Contractor, subcontractor, supplier, transporter, fabricator, real estate owner, manufacturer	
Location	Describe the location that is impacted.	
Location	Was the location impacted by the disruption an owned location and is it scheduled on your property policy, was it an unscheduled location under a blanket schedule?	
Ancillary Location	Are there offsite premise locations where conduct services directly related to the impacted physical location? Consider offsite staff who provide service to the impacted location, a jobsite trailer located near the impacted location, a fabrication plant connected to a jobsite which has been shut down.	
Type of Loss	Describe the loss - was there any direct physical damage including physical contamination of surfaces by the COVID19 virus, service interruption experienced to your location, shutdown by a civil authority or government order?	
Date of Loss	The first day of impact to loss of revenues either through a physical damage loss, a loss of service interruption or a civil authority shutdown and date (if any back in service)	
Loss of product	Was your loss solely due to loss of goods, products or supplies from a loss occurring at another location which impacted your ability to conduct your business or deliver your product?	
Loss of Sales	Did either your location or service interruption in your supply chain cause you to lose business from other customers as a direct or indirect result of COVID-19?	



<b>Alternate facilities</b>	Do you have other backup facilities where you can transfer production or operations while the impacted location is shutdown or has lack of ingress/egress?	
<b>Product Contamination</b>	Do you have goods, products or equipment which due to contamination impacted your ability to complete your final product?	
<b>Revenue</b>	Were you impacted by the COVID19 Crises which caused a decrease in revenue or increase in expenses?	
<b>Expenses</b>	Did you incur costs to mitigate losses or to take precautions due to COVID-19?	
<b>Products &amp; Equipment</b>	Were your products or equipment physically impacted via containment, sterilization, lack of servicing or disinfecting agents?	
<b>Utility interruption</b>	Did you have a service interruption? If yes, when was the service disrupted by COVID-19 and what was the impact to operations (power, telecommunication, sewer, water, fuel, data, etc.)?	
<b>Denial of Access</b>	Were you denied access to your location due to an order of civil or military authority? If yes, when and for how long were you denied access and what was the impact to operations?	
<b>Denial of Access</b>	When were you first denied access and for how long? How did this impact your operations?	
<b>Denial of Access</b>	Name of authority who denied access.	
<b>Denial of Access</b>	Was there any physical damage to non-owned property within one mile of your project or job site that prevented ingress and egress?	
<b>Contingent BI</b>	Were your customers or suppliers/subcontractors physically damaged (such as contaminated products, equipment or wares)? If yes, did this impact your revenues or increase your operating costs? If you were not impacted physically, what was the impact to your revenue or increase in operating costs?	
<b>Lost Sales</b>	Were your customer sales orders lost or accounts receivable records lost?	
<b>Lost Sales</b>	Can lost customer sale(s) due to COVID-19 be made-up without displacing other customers or sales?	
<b>Lost Sales</b>	Do you have any penalty clauses or guarantees in your sales contracts for delivery times	
<b>Recovery Time</b>	Describe the operational recovery timeline, including key milestones and percent of capacity or revenue at each stage of recovery. Add: i. Any additional construction financing interest, loans, renegotiation of contracts for projects or service agreements. ii. Additional loans required to complete work in progress as a result of the pandemic? iii. Increased project administration expenses	

# Business Interruption Claims Expenses Checklist

<b>Business Interruption Claims Documentation</b>	
<b>Gather all Business Records</b>	✓
Annual Financials (3 - 5 years audited)	
Audited Tax Returns (3 - 5 years)	
Monthly Profit and Loss Statements	
Monthly and Daily Production Reports	
Monthly Inventory Reports	
Monthly Cost Accounting Reports	
Payroll Records (2 - 3 years)	
Sales Data (3 - 5 years) & budget/forecasts	
Invoices and Purchase Orders	
Lease agreements	
Sales Agreements	
Description of all products & services	
<b>SAMPLE EXPENSES TO RECORD UNDER SEPARATE COST CODE</b>	
Wages for employees involved in clean up or repair	
Overtime paid or "pay continuation" for employees if not for the loss of income or loss of use of property	
Outside vendors involved in clean up, repair, or used to continue to operate the business	
Leasing of temporary space until your facility is repaired	
Leasing or purchase of any items or services necessary to continue operations	
What is the normal operation capacity or rent rolls of the facility that was damaged?	
At what percent of capacity or occupancy were you operating just prior to the loss?	
At what rate did you expect to operate during the loss period?	
How many shifts a day did you operate and how many do you operate after the loss, if applicable?	
What is expected downtime period?	
Can you add shifts to reduce potential operation loss if applicable?	
Is there any interdependency with other operations?	
Are long term contracts at risk?	
<b>On Going Expenses still incurred despite shutdown or suspension of operations</b>	
Wages for employees who were sent home but still paid (may be covered for continued payroll)	
How long will you need to continue paying salaried employees until the business is restored?	
Can they assist with restoration of the premises and business operation or separate vendors?	
Do you need to pay hourly employees to retain them during the time the business is not operating?	
Can they help with clean up and repair during restoration?	
Depreciation	
Advertising	
Taxes	
Utility Expenses	

Insurance	
Third party cleaning crews expenses	
Leased facilities as an alternative method to operate	
Products that were contaminated	
<b>Lost Business Income</b>	
Document any business lost due to the necessary suspension of your facilities	
Document lost business due to the suspension of your service or maintenance crews	
Canceled orders for products or services	
Refused orders, if applicable	
Loss of Rents	
Supplies or parts delayed or unavailable due to contingent Business interruption (your partner, international source, supply chain, etc)	