

Concrete claims process begins Thursday

By Eric Bedner

ebedner@journalinquirer.com

The captive insurance company tasked with distributing funds to homeowners with crumbling foundations will begin accepting applications Thursday at 9 a.m., the company's superintendent said this week.

The application process is detailed on the company's website www.crumblingfoundations.org specifically in the section "For Homeowners."

There are two ways to apply: entirely online or by printing out a version of the application that can be completed and then mailed electronically or through traditional mail.

Superintendent of the Connecticut Foundation Solutions Indemnity Co. Michael Maglaras said he is expecting a strong response and has urged affected homeowners to file online because each application will be time-stamped and claims will be completed first come, first served.

"We are encouraging homeowners to file electronically," he said. "It's the fastest way to register your claim and receive an electronic claim acknowledgement and, most importantly, a claim number, which identifies who you are. It is by far the

fastest and most efficient way to request a review of your claim."

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The captive insurance company's president, Steven R. Werbner, is optimistic that the launch will be a smooth one, but said he also expecting "some bumps in the road" considering there likely will be a large number of applications coming in at once.

"We ask for your patience and understanding," he said. "The first few days after launch will be challenging, but we are all committed to receiving applica-

tions, logging them in, assigning claim numbers, and beginning the process of bringing affected relief to homeowners."

On Thursday, the sample applications on the website will be replaced by actual applications, and there will be a video guiding homeowners through the application process for both foundation replacement funds and reimbursements for those who already have had the work done, Maglaras said.

He recommended that applicants familiarize themselves with the application before Thursday, and have their requisite documentation at the ready.

Maglaras also is advising homeowners not to include information other than what is required.

"We are planning a smooth and orderly launch, but we need your help," he said. "I want to repeat what Steve Werbner said. ... There will be bumps in the road. No launch of anything is ever perfect, and we don't expect this one to be perfect either. We have no idea what to expect on Jan. 10 because we simply have no idea how many of you are out there and will be applying. No one does."

"It's been a long journey, and of course the journey isn't over," Werbner said.