



*"Insuring Your World" is a Lackner McLennan Insurance Ltd. publication providing information you need to make informed insurance choices.*

## Curing "Sick" Buildings

An increase of mold, mildew and "sick building syndrome" has been alarming contractors, owners and occupants of modern buildings for some time. Owners and contractors deal with mold as part of water damage claims in single-family homes, multi-family residential complexes, commercial office buildings and public facilities.

There has been wide media coverage of people living in condominiums and houses and children attending school complaining of symptoms such as headaches, eye, nose and throat irritation and breathing problems due to "fungi" and/or "spores" in the buildings. This in turn has caused an influx of bodily injury and property damage claims, costing insurance companies millions of dollars.

Insurance companies have recently imposed restrictions and exclusions to limit their liability, and that will have a significant effect on commercial property owners.

Insurance carriers will no longer be liable for loss or damage to commercial buildings consisting of, or caused by, "fungi" or "spores", nor the costs of testing, monitoring or assessing buildings for "fungi" or "spores" that may be contributing to illness of building occupants. The only exception is if the mold is a direct result of the neglect or peril of an insured party.

### What causes fungi/mold or spores?

The indoor accumulation of excessive moisture or water can stimulate mold growth within hours. New and improved heat retention and insulation technology in building construction has resulted in favourable conditions for mold, fungi and spores to form.

### What can I / we do?

Keeping a dry and moisture-free indoor environment is ideal, to limit the potential of mold growth altogether.

In addition, restoration contractors are developing new strategies and standards for dealing with flood and other water damaged buildings. Ensuring that any clean-up after flooding or other types of water damage follows these standards is an important step in eliminating air contamination issues.

If you have any concerns regarding your commercial building or public facility be sure to contact your Lackner McLennan insurance professional. They will discuss any exclusions and endorsements to your policies and answer any questions you may have. They'll also ensure you have the information you need to make an informed decision about exclusions regarding mold or fungi damage that may affect your commercial insurance coverage.

How would you rate Lackner McLennan's service? Let us know online at [www.lacknermclennan.com/feedback.htm](http://www.lacknermclennan.com/feedback.htm)

## Commitment to Community

Lackner McLennan's Commitment extends to both our clients and our community. We're proud to continue to support the One Voice One Vision Hospital Campaign to Transform Healthcare in Waterloo Region with a donation of \$30,000 over the next three years. As healthcare costs soar, Lackner McLennan is doing its part to help our community continue to provide top quality healthcare to area residents.

Once again the Lackner McLennan team worked together to support the annual United Way Campaign and for the fifth consecutive year received a Campaign Achievement Award. The Achievement Award is earned by organizations with 100% employee participation in their fundraising efforts. We would like to take this opportunity to recognize our outstanding team and thank them for their generosity and kind support of this annual community event. We look forward to another successful campaign this Fall!

**For more information on Commercial Insurance & Risk Management, please call us at 519-579-3330.**

# 2003 Renewal Challenges

Rising insurance premiums have created challenges for every business recently, and Lackner McLennan's clients are no different. Fortunately, our clients have the advantage of working with our dedicated insurance professionals – and that makes a real difference. Historically, our brokers needed to shop amongst an average of 5-8 different insurance carriers to find the right insurance, at the right price, to meet your commercial insurance needs. Today, the market is very different. We often have to search amongst 20 or more carriers to find what you need and negotiate the appropriate terms. And not every broker is willing to go to those lengths to protect your interests. As you know, Lackner McLennan is committed to doing just that – you can count on us. We'll do our best to get you the best value commercial insurance coverage possible, so that you pay no more than you have to.

*Thank you for your patience – we're doing our best to address your needs.*

**“We are in a challenging business and Lackner McLennan was the only broker who could get us the business insurance we need.”**

~ Mike McLean  
Hiretech Systems

**“I really appreciated the effort Cameron Yule gave our account this year.”**

~ Harvey Diamond  
Terrace Manor

## Does my Business *Really* Need an Insurance Broker?

With rising insurance premiums, it's natural to wonder whether you might be able to obtain the coverage you need at a better price by searching the market for your own commercial insurance coverage.

It's important to understand that your relationship with your Lackner McLennan Insurance professional is a key strategic business alliance, because our role is to represent your business to the insurance industry. Our goal is to effectively represent your interests, present associated risks to potential insurers in the best light and obtain the best possible terms when the insurance is placed. We'll provide your business with much more than just good service and convenience. We'll provide:

### 1) PRODUCT KNOWLEDGE

Your Lackner McLennan Insurance professional knows the insurance market and can select the most suitable underwriter for each type of risk. Backed with broad knowledge and industry expertise, he or she will recommend the most appropriate product for your specific commercial insurance needs.

### 2) MARKET KNOWLEDGE

In the insurance market, capacity, expertise, competitiveness and ability to service varies from company to company. Innovative use of the insurance market and products combined with professional expertise allows us to achieve premium savings on your behalf.

### 3) SECURITY REVIEW

Lackner McLennan Insurance professionals are up to date on the insurance market and monitor published information to ensure your insurance is always placed with insurance companies that are financially sound.

### 4) CLAIMS NEGOTIATION

Our experienced staff is familiar with policy wordings and negotiating claims settlements with the insurers. That means that we are able to respond quickly and effectively deal with complex claims situations.

### 5) CLIENT/BROKER RELATIONSHIP

Regular updates with Lackner McLennan allow us to understand your current insurance needs and advise necessary changes to your coverage. Please be sure to contact us when changes in your business circumstances occur so that we can identify areas in need of review.

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Do you have topic requests or suggestions for 'Insuring Your World'? Please email them to [info@lacknermclennan.com](mailto:info@lacknermclennan.com)

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