NAU Country
A QBE Insurance Company

Whole Farm Revenue Protection (WFRP)

WFRP CLAIMS PROCESS

Notice of Loss is filed and claim is opened.

Adjuster will contact insured to verify which crops have been damaged and to arrange any necessary farm visits.

Claim cannot be finalized until farm taxes have been filed, so adjuster will defer until filing takes place. If any additional damage occurs, contact adjuster as soon as possible so they can have the opportunity to inspect damaged commodity.

Once farm taxes are filed, send a copy of the Schedule F to the agent or adjuster.

The claim for indemnity is due within 60 days of when the farm taxes are or should have been filed. When this occurs, are any of the commodities in storage, unsold, and an accurate price is not available?

YES

The adjustment may be deferred for up to 180 days from the end of the insurance period. This will only be allowed if all three scenarios apply, unsold, in storage, and no accurate price is available. As soon as enough production has been sold to determine an accurate value for remaining unsold commodity, the claim will be settled.

Once accrual adjustments are made, and inventoried production has been valued, the claim will be submitted.

NO

Adjuster will ask for verifiable records to support any previous years crop sales that were reported on the taxes, current years crop sales, and any crop sales that occurred after the tax period. Accrual adjustment will be made to the Allowable Revenue using verifiable records (see back for list of acceptable verifiable records required).

Any unsold commodity will be valued using the same applicable source used to set up your policy (see back for more detail).

ACCEPTABLE VERIFIABLE RECORDS

Disinterested Third Party

- Warehouse Summaries
- Elevator Settlement Sheet
- Pool Closing Statements
- Processor Grower Summaries
- Ledger Sheets (soft record)
- Canceled Checks
- Bank Statements
- Accounting Records (soft record)

Note: Soft records will need secondary verification and cannot be used as stand alone records.

Vertically Integrated

Records from a warehouse, processor, potato shed, etc. as long as these records contain the following:

- Name of commodity
- Quantity sold or stored
- Gross dollars received with post-production costs, if applicable
- Name of insured
- Date of delivery or sale
- Name of warehouse, shed, etc.
- Insurance year produced in
- Block #, field ID, location

- If these items are not available the following can be used as a soft record:
  - Pick records, food safety records, ledgers, transportation records, bank statements

Direct Market

Must be contemporaneous and contain all of the following:

- Insured name
- Date sold
- Name of market, website, or buyer
- Total cash receipts
- Name of commodities sold

VALUING UNSOLD COMMODITIES EXAMPLE

Taxes filed April 10.

Cherries, walnuts, and almonds on the policy. Walnuts and almonds are still unsold and in storage, is an accurate local market value available?

YES

We follow the inventory valuation guidelines to establish the most reasonable price available to value the unsold commodities on the first day of the month the claim is finalized.

May 1, values established and claim is finalized within the month.

NO

We may choose to defer the loss up to 180 days from the end of insurance period. At the end of the 180 days we will value any remaining unsold commodity using the same source used to set up the policy.

June 29 the 180 days is up and claim will be finalized.

Link to current WFRP Handbook: [WFRP Handbook]

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This provides an overview of the basic claims process. Additional steps may be required in order to finalize a claim for indemnity.