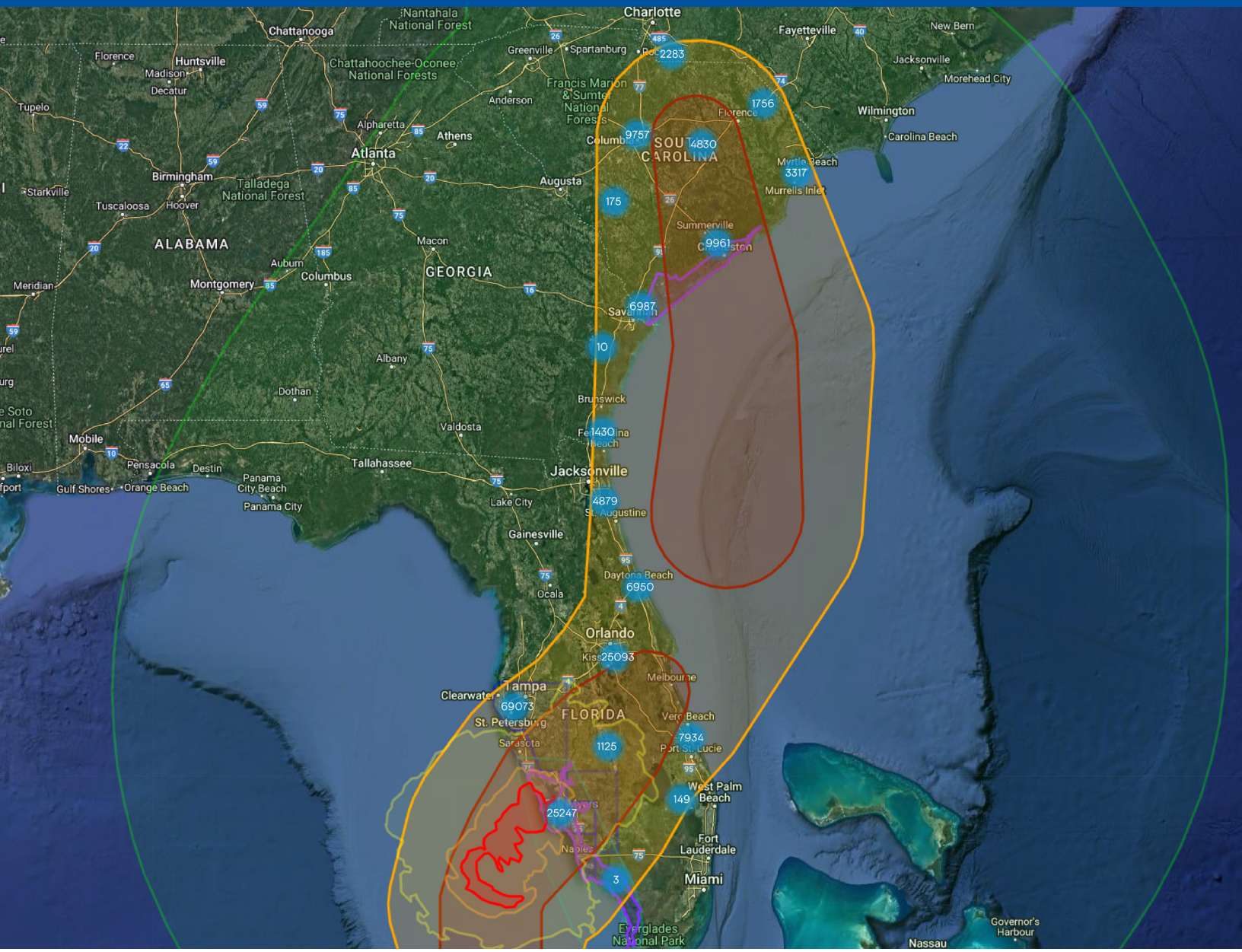
REPORT

Hurricane Ian

ANALYSIS OF THE EVENT FROM INSURERS' PARTICIPATION IN THE BETTERVIEW CAT RESPONSE SYSTEM

Betterview by Nearmap



On September 28th,

Hurricane Ian made landfall in Southwestern Florida, bringing with it widespread flooding and destruction. As rescue coordinators and catas-trophe teams across the state hurried to respond, thousands of Floridians were forced out of their homes and millions went without power. With a death toll of over 140 people, Ian is the deadliest storm to hit the state since 1935. Even for those fortunate enough to escape without personal injury, many returned to damaged and destroyed homes.

Using storm tracks and data from NOAA and other trusted providers, Betterview began tracking

Hurricane Ian on the morning of September 27th. When we saw the extent of potential damage caused by the storm, we decided to donate the CATastrophic Response System (CAT Response System) to insurers in Florida and South Carolina to help them respond immediately and allow policyholders to recover faster.

The CAT Response System was designed to help insurers identify the impact of catastrophic events and respond rapidly before damaged areas are accessible to physical inspection or adjuster teams. The system leverages a variety of computer vision detections, geospatial insights, and third-party property data to expedite response time before, during, and after catastrophic events. Our goal is to partner with insurers to accelerate recovery for families, businesses, and communities.

In the event of Hurricane Ian, we were able to:

1. IDENTIFY VULNERABILITY
2. PREDICT DAMAGE
3. QUANTIFY IMPACT
4. ACCELERATE CLAIMS & RECOVERY

TIMELINE

SEPTEMBER 27

Betterview started tracking Hurricane Ian and added tracks from NOAA.

1 IDENTIFY VULNERABILITY

SEPTEMBER 28

Hurricane Ian became a Category 4 storm.

SEPTEMBER 28–29

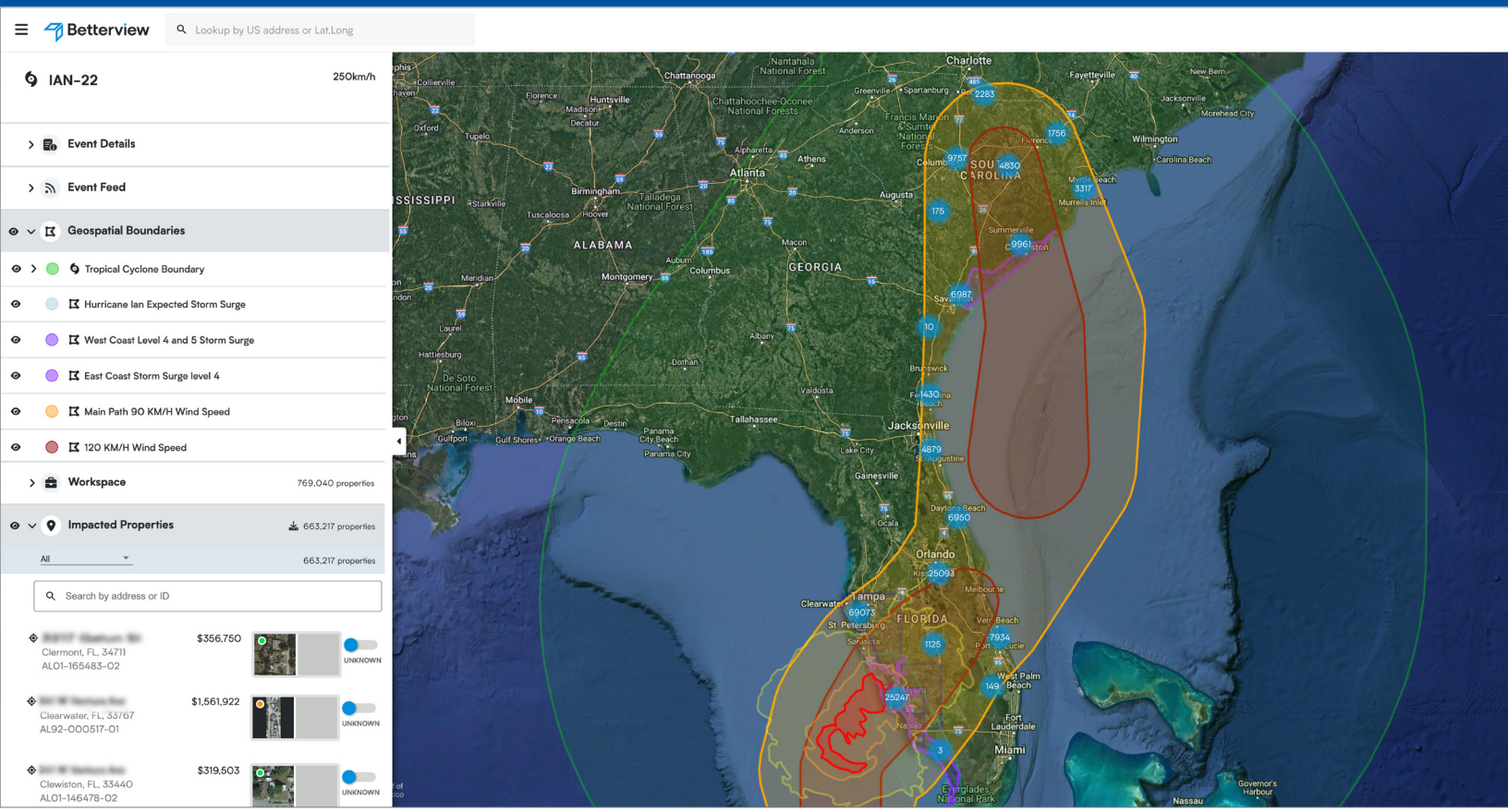
Hurricane Ian made landfall in Florida. Betterview opened up CAT Response System to insurers free of charge to identify and quantify damage. Continued tracking and mapping storm surge areas.

2 PREDICT DAMAGE 3 QUANTIFY IMPACT

SEPTEMBER 30

Hurricane Ian made landfall in South Carolina. Betterview continued to analyze and quantify impact.

3 QUANTIFY IMPACT 4 ACCELERATE CLAIMS & RECOVERY



How Insurers used the CAT Response System to respond to Hurricane Ian

1 IDENTIFY VULNERABILITY (BEFORE DAMAGE)

769,040

Properties submitted by > 30 insurers

663,217

Properties identified, after geocording, in Hurricane Ian track

535,791

Properties in high wind speed areas (>= 90 km/h)

102,109

Properties in both high wind speed (>90KM/H) and coastal storm surge areas (highest-risk)

✓ Insurers were able to proactively alert customers of the risk.

Insurers could allocate catastrophic response resources strategically for policies in these highest-risk areas.

2 PREDICT IMPACT (DURING EVENT)

53,767

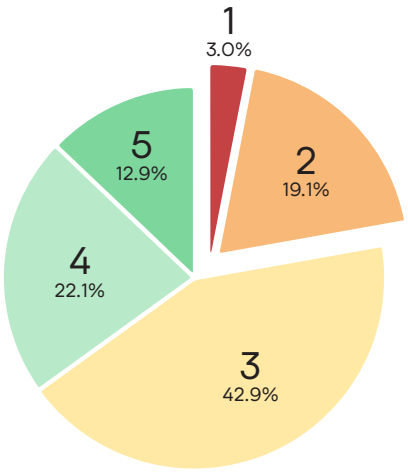
properties analyzed with pre-event imagery

Pre-event imagery in Cape Coral, FL

Out of the properties that we scored with the Betterview Hurricane Vulnerability Score (46,543), 22.1% scored 1 and 2, meaning 3.5x more likely to be damaged compared to properties with score 5.

3.5x

More likely for a property to be damaged if scored 1 or 2 compared to a score of 5



Hurricane Score Breakdown

Pre-Hurricane Ian

- ✓ Insurers were able to use this prediction to prioritize resources for properties with the highest risk of damage.
- ✓ Proactively alert those customers of the risk, before the damage occurs or FNOL.

3 QUANTIFY DAMAGE (AFTER EVENT)

152,881

gray sky images

An example of gray sky imagery after Hurricane Ian

Pulled in and analyzed 152,881 gray sky imagery shortly after landfall (including publicly available NOAA imagery. Or Nearmap, if the carriers had licensing contracts)

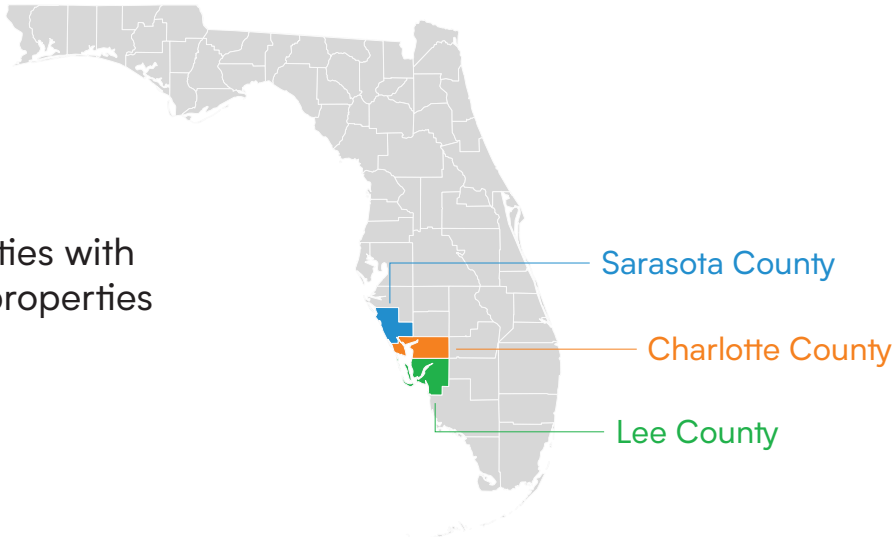
17,266

Damaged properties identified

Identified 17,226 damaged properties in the combined portfolios of the 30+ insurers, using our computer vision damage classifiers:

EXPOSED ROOF DECK	1,489 properties (8.64%)	ROOF SHINGLES MISSING	13,008 properties (75.51%)
STRUCTURAL DAMAGE	490 properties (2.84%)	TARPS ON THE ROOF	1,461 properties (8.48%)

The top three counties with the most damaged properties

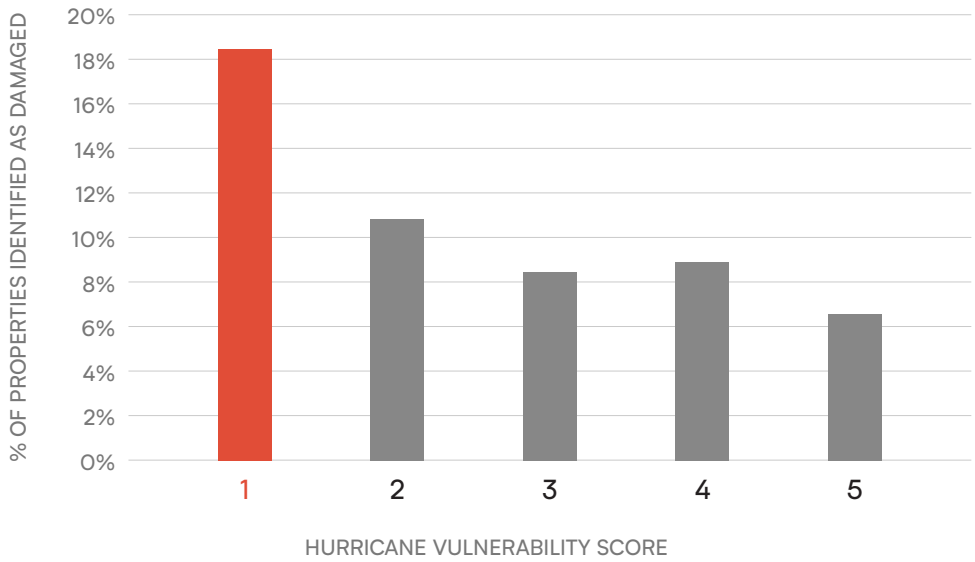


3 QUANTIFY DAMAGE (AFTER EVENT) *continued*

Insurers were able to

- ✓ Triage policies with the most severe damage
- ✓ Understand losses faster and in granularity to better plan their financials and reserves

Provide superior customer service to policyholders before FNOL to jumpstart the claim process, and significantly shorten the time to resolve claims (remote assessment)



The Hurricane Vulnerability Score was highly predictive of damage.

A much larger number of properties that scored 1 were identified as damaged by Hurricane Ian.

4 ACCELERATE CLAIMS & RECOVERY (AFTER EVENT)

When a disaster strikes, it is critical for insurers to proactively, rapidly, and accurately respond, in order to help their policyholders minimize pains and losses and to recover more quickly. During Hurricane Ian, the CAT Response System helped insurers identify vulnerabilities and damage and respond in a timely manner. It cut down on waiting time — no more waiting for damage assessments, waiting for claims adjusters' availability, or waiting for customers to file claims. The shorter the waiting time, the faster a claim gets resolved and the quicker policyholders could return to their lives with a minimum negative impact.

> The CAT Response System is a great tool for evaluating property damage quickly and accurately. Because it allowed us to remotely assess the impact of the storm days after the event, we were able to allocate resources more efficiently and provide better service to our policyholders. We were able to get our work done sooner so they could get back to focusing on what matters most.

GUIDEONE INSURANCE

James Balzarine
Director, Claims

> Betterview's product [CAT Response System] allowed us to see aerial imagery pre-event and post-event and identify actual property damage to potentially affected customers. It also provided indicators for our Claim team where there was predicted damage based on their ML models. So, within four business days, we now had credible data on the properties where our team needed to deploy Claim resources, as well as more credible event exposure for our reinsurers.

coterie

Pete Buccola
VP, Head of Insurance

Contact Us

Talk to us to learn more about CAT Response System and how you can better serve your customers at the time they need you the most.