

Response and React Program

Accidents involving chemical and fuel spills are an unfortunate reality. The logistics and regulatory burdens can be broad, complicated and overwhelming. When the need arises, policyholders have access to Great American Environmental's Response and React Program (R&R).

Through R&R, spill response management is provided in all 50 states and Canada, 24 hours a day 365 days a year. R&R encompasses a network of about 1,000 prequalified environmental professionals with the knowledge and experience to coordinate and manage a rapid, cost effective response to your emergency spills.

One toll-free phone call is all it takes to initiate a response and get access to the network of professionals at their pre-negotiated rates – it's that easy. From that point on, Great American Environmental's claims department will coordinate with the insured to evaluate coverage, discuss retentions and overall management of the response.

Services may include:

- Mobilization of prequalified emergency response contractor to the spill site.
- Site coordination.
- Coordination with Great American Environmental's claims department in accordance with established protocol.
- Applicable regulatory notifications may be made, both verbal and written.
- Task-by-task management of the response contractor.
- Waste management handled in accordance with applicable government regulations and in coordination with Great American Environmental.
- Invoice audit is performed to verify the authorization of the scope of work performed and the associated costs for contractor services.
- Closure reports filed with the appropriate environmental regulatory agencies with copies provided to you.

What to do:

- Call the R&R Hotline, (800) 340-3399 anytime, 24 hours a day, 365 days a year.
- Describe the situation to the on call Incident Manager.
- Rest & Relax knowing that the best suited contractor will respond to the incident.

Great American's R&R program is administered by Cura Emergency Services, a recognized leader in the environmental and emergency response industry for over 20 years.

About Great American Environmental:

- A highly experienced underwriting and management team focused solely on environmental and ancillary product lines. The average experience level of underwriting staff is 17+ years.
- An experienced, specialized claims team with specific experience in handling EIL, Asbestos, Superfund and other environmental claims.



- Database covers almost 1,000 active contractor offices in North America and Canada.
- A strong buying power and a positive negotiating position results in low contractor rates.
- Contractor selection, reports, updates and other factors can be tailored to meet the needs of each client.
- Invoices are reviewed by line item versus scope of work, established rate sheet, and contract prior to reaching the client.

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Great American Insurance Group, 301 E. Fourth St., Cincinnati, OH 45202. Coverage description is summarized. Refer to the actual policy for a full description of applicable terms, conditions, limits and exclusions. Policies are underwritten by Great American Insurance Company, an authorized insurer in all 50 states and the DC and Great American Protection Insurance Company, an authorized insurer in CA, IN, KY, MS, OH and WA. © 2017 Great American Insurance Company. All rights reserved. 1929-ENV (04/18)