



MCLARENS RECRUITS SANDRA MCDONALD AS HEAD OF CLIENT SERVICES

Adjuster strengthens UK & Ireland leadership team with newly created role

McLarens, the global loss adjuster specialising in complex, commercial and niche markets, has recruited **Sandra McDonald** to the newly created role of **Head of Client Services**. Joining McLarens' UK & Ireland leadership team and reporting into Executive Director, David Walker, Sandra will work across the business to support all client facing activity, with a focus on engaging with clients to further develop McLarens' customer value proposition.

Sandra joins McLarens from the **Chartered Insurance Institute (CII)** and brings with her industry-wide experience in customer service, training and education. As CII's **Development Manager**, she supported regional firms in achieving chartered status and apprenticeship funding, building key relationships with partner firms, networks and trade bodies.

Sandra, who also draws expertise from the technology sector, is the latest in a series of appointments aimed at supporting McLarens' ongoing growth across the UK & Ireland. In May, the business unveiled six new senior management appointments, strengthening its operations at a regional level, in addition to launching its latest specialist division, McLarens Agriculture.

David Walker, Executive Director, McLarens commented: "Our client proposition is focussed on offering quality loss adjusting services, blending exceptional technical skills with exemplary customer service. Sandra's expertise will be massively beneficial as we strive for excellence in both respects. Her knowledge of the industry and the unique insight she brings will be core not only to our values but to our strategic aims. She'll be a huge asset to the leadership team and we're delighted to have her on board."

NOTES TO EDITORS

McLarens is a leading independent global insurance services provider with offices and operations strategically located around the world. With a focus on complex, commercial and niche markets, McLarens provides loss adjusting and claims management services, as well as auditing and pre-risk surveying. The company's global footprint enables it to provide streamlined consistent service to global customers, while at the same time delivering local expertise and responsive service. The company's expert adjusters have an average of over 20 years' claims experience, operating across a range of industries with specialties including: Property, Crisis Management, Natural Resources, Construction & Engineering, Natural Resources, Agriculture, Aviation, Casualty, Marine, FAJ & Specie, Global TPA Services.