

May 2021

# McLarens People

Sharing news from McLarens UK & Ireland with colleagues and clients



# Welcome

## We are through another financial year, and goodness what a year!

This time last year we faced considerable uncertainty over what the pandemic would mean for our lives and indeed the business. One year on, and whilst pandemic restrictions remain, we can reflect on what has undoubtedly been one of our most progressive years as a UK & Ireland business. We have not only maintained our planned growth trajectory but have really driven forward with fresh thinking around process and approach which quite frankly makes us a better business.

We made more new hires and promotions than ever before and in March I was delighted to open an inaugural induction session for many of the 30 new faces who joined the business within the last year. We have recruited some incredible new talent to join our ever-expanding team and we kick off the new financial year with tremendous momentum and energy.

The challenges we have faced have quite rightly driven greater focus on staff wellbeing and quite aside from the company

sponsored initiatives which included an excellent family lunchtime magic show in March, the support you have shown for one another and for those less fortunate with so many charitable acts has been truly humbling.

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**Our restrictions are now easing, and the mood is lifting, and I look forward very much to our early return to offices and the normality which has eluded us for so long.**

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Enjoy the latest edition of McLarens People and please feel free to share.



**Steven Wallace ACII FCILA**  
Managing Director

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## VWJ joins the McLarens Family

On 1st February we were delighted to announce the strategic acquisition of Vanderwal & Joosten (VWJ), a leading construction and engineering, environmental, liability, and agricultural loss adjusting and technical claims investigation firm in the Netherlands.

VWJ have been a valued McLarens affiliate since 2007, working together on claims across Europe. We have welcomed 30 plus adjusters, technical engineers, and lawyers, spread across four offices, to the McLarens family.



## Kim Alcock and Sandra McDonald Join the UK Elite Women 2021

Congratulations to Kim Alcock and Sandra McDonald for being listed in the Insurance Business UK Elite Women list 2021, announced in March. 49 women made this year's Elite Women list, who have put in the extra hours while juggling the challenges of COVID-19 and navigating a locked-down economy. Their achievements have set the standard for a new generation of female leaders in the UK insurance industry.

## Mind-Blowing Magic!



Appreciating that many of our colleagues have been entertaining and educating their children whilst working from home, in February we organised an

online afternoon magic show. Staff and their families took part in the interactive show with mind-blowing magician Darren Delaney, followed by a chance to catch-up with colleagues in breakout rooms.

A Family Activity Kit also provided ideas to play, entertain and learn at home including virtual day trips to London, exploring the UK and Ireland and time offline. It went down so well we were asked to share with our clients and friends – you can check out the activities from the link [here](#).

## International Women's Day



In March we celebrated International Women's Day with the theme of #ChooseToChallenge. Kim Alcock, Diversity & Inclusion Lead, asked our teams to send in pictures of how they have #ChooseToChallenge recently, perhaps learning a new skill, campaigning for something they are passionate about or helping someone else challenge themselves.

Kate Gibson, Claims Technician, was the winner and has been campaigning to challenge period stigma and poverty. A lack of access to sanitary products limits opportunities for women and girls, by preventing them from participating in activities. In addition, poor education on periods and other women's health issues, such as menopause, creates embarrassment and stops real conversations from being had. [Click the link](#) to find out more from the Girlguiding campaign. Kate has donated her winnings to the Bloody Good Period charity.

## British Insurance Awards Finalist

McLarens is a finalist for the Claims Initiative of the Year – Outsourced Partner award. The entry for the Claims Status Dashboard illustrated how our development team pushed boundaries to create a new, time-efficient reporting process and format. The Claims Status Dashboard provides a broad, illustrative view of the claim at any moment in time, using visuals to tell the story. The winner will be announced at the award ceremony later in the year.

## Mark Farrant Wins Lockdown Legend Award



Congratulations to Mark Farrant, Executive Manager for the North West, who has won an Insurance Institute of Manchester (IIM) Lockdown Legend Award. The awards recognised the achievements of those in the local market over the challenging previous 12 months. The Manchester community nominated colleagues who have

persevered, flourished, or gone above and beyond in 2020 and 2021. The judges praised Mark for his balance of work and home life, whilst exceeding targets, such as his role in rolling out the McLarens App. Mark was announced as a winner at the Virtual IIM Annual Dinner at the end of February.

## Supporting Our Friends and Family

Well done to everyone who has gone above and beyond to support others:

**Stuart Beech**, Executive Adjuster, recently ran 150km in 30 days to support his former football teammate, George Melling, in his battle against motor neurone disease (MND). Stuart had doubled his fundraising target of £500 by the end of his 30 days. Learn more about the fundraising at [@helptobigfightMND](#)

**Fiona Doyle**, Claims Administrator – Major Loss, kept active in recent lockdowns by doing the 'Couch to 5k' programme. Fiona also recently lost her grandma who had dementia and was inspired to participate in 'Jog on Dementia' in March. Fiona ran 94km (58.5 miles) to honour her 94 years old grandma and raised over £900 for the [Alzheimer's Society](#).

In April, **Ivan Webb**, Credit Controller, took part in a charity walk to help Tony Garrett, ex AON Claims Director and friend, raise money for Ipswich, Addenbrooke and Great Ormond Street hospitals, as well as Children's Acute Ambulance Service (CATS), and the Sick Children's Trust.



Ivan joined Tony's friends and family on a 75,000 step walk and they have smashed their £2,000 fundraising target. [Find out more on JustGiving.](#)

## Developments in Cyber Threats and Cover

Love it or loath it, technology is a part of our everyday lives both at home and in work. Cyber incidents and attacks are in the news daily, spotlighting high-profile incidents on large businesses. However, no business or sector is immune from a cyber attack with hackers seeing easy pickings on SMEs. The charity, educational and public sectors are also high on the list for cyber criminals.

### Developments in Cyber Cover

Cyber cover in the past was in the domain of multinational businesses but insurers now offer cyber cover and schemes to all market sectors, either as a cyber specific policy or bolt-on to package policies. These can cover a variety of cyber incidents:

- ransomware/malware attacks (malicious software)
- cyber crime
- data breaches
- denial of service attacks
- website hacking
- phishing, smishing and vishing attacks
- cyber liability, first and third party
- cyber business interruption.

COVID-19 has caused an increase in the frequency and severity of ransomware attacks, cyber crime and data breaches. Threat actors of ransomware attacks (blocking access to a connected device) have changed tactics, now using mass exfiltration of data to demand large ransoms. The mass move of email services to Microsoft 365 platforms has opened vulnerabilities, with security tools not being enabled, resulting in email compromises. Phishing campaigns now purposely target people with a quick reaction, to click on links, that within an office environment, they wouldn't normally consider.

The future of cyber cover will be interesting with more clients requesting cyber cover and more brokers are looking to sell it. Insurers are developing new products and tools to prevent attacks and reduce the risk from the underwriting perspective, these include threat informer information, penetration testing, security audits and cyber awareness/phishing training products.

### The Next Big Thing

We all remember worldwide attacks such as RYUK, Wannacry, CryptoLocker and NotPetya which infected IT systems with malware. Experts are predicting that the next big malware attack is imminent and would certainly cripple businesses who are now working from home. The pandemic has led to increasing technology costs for companies, pressure on profits and reductions in budgets for IT security which could leave businesses vulnerable. Are you and your clients ready for the next big thing?



**Nigel Collins HNC Dip CII MBA**  
Technical Lead - Cyber & Technology

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## Outstanding Staff!

Well done to everyone for outstanding work recently, in particular we wanted to thank the following staff for their contribution to the team:



**Natalie Ellwood**, Technician, Casualty  
- Natalie has done a fantastic job of coordinating assistance between teams, plus she has documented and implemented a new payment process. Natalie has also worked to help other teams onboard a large number of WIP files for a new TPA account. Fantastic work!



**Sarah Kennedy**, MI Administrator, Casualty  
- Sarah has been busy developing BAU processes, rolling out new ones, and working with clients to accommodate more sophisticated MI requirements. Sarah has owned and managed everything asked of her, and still managed to ensure that all MI is issued promptly. No mean feat!

## Glenn Goggin Heads Up the Republic of Ireland



We recently welcomed Glenn Goggin as Managing Director of McLarens Ireland. Glenn will work with the existing in-country senior management team, taking the lead on strategic growth, client services and business development, and reporting into UK & Ireland MD, Steven Wallace

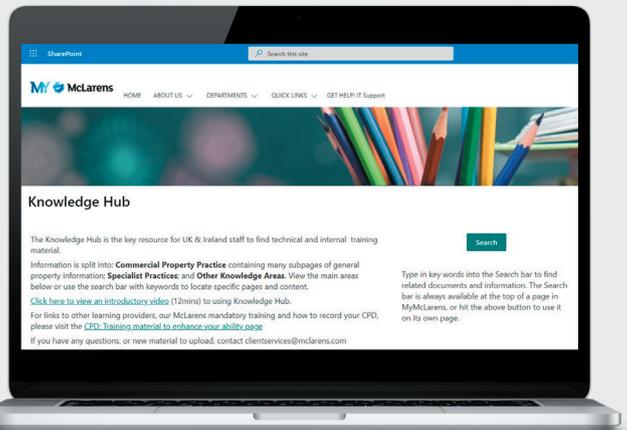
## Knowledge Hub

A new, super easy-to-search resource has been launched for staff on our intranet MyMcLarens to help them find technical and internal training material. Knowledge Hub has been developed specifically for UK and Ireland staff to meet technical needs and support job roles.

The hub has a powerful search tool to help overcome common issues of locating technical issues or guidance.

From business interruption model calculations, to team sheets of all our specialist practices, there is a wealth of information and staff can download and share suitable content with clients.

Any queries on Knowledge Hub can be sent to [clientservices@mcclarens.com](mailto:clientservices@mcclarens.com).



## Did you miss...

(Click on the titles to view online, if available)

**Storm Bulletin: Christophe**  
Kieran Gallagher 19th January

**Surge Bulletin: COVID-19 Supreme Court Judgement**  
Kieran Gallagher 22nd January

**Insurance Day: Forestry is a growth opportunity for crop insurers**  
Stephen Smout 1st February

**Insurance Today: McLarens acquisition extends European capabilities** Vanderwal & Joosten 2nd February

**CPD Roundtable: How COVID-19 is Changing Behaviours in Claimants** Kim Alcock, Tim Richardson, David Fillingham and Paul Wilson 11th February

**CILA: Working from Home – Love it or Hate it**  
Helen Walker 25th February

**CPD Webinar: Byte-size Cyber - Introduction to Cyber Policies and Claims Processes**  
Nigel Collins 17th March

**Technical Bulletin: Investigating Claims of Concern in COVID-19**  
Tim Richardson 23rd March

**Intelligent Insurer: McLarens recruits new head of ROI business to strengthen operations in the region**  
Glenn Goggin 22nd March

**Insurance Age: Cyber – challenges and opportunities of a fast-evolving market**  
Nigel Collins 22nd March

**CPD Webinar: Byte-size Cyber – Ransomware and the Implications for Business**  
Nigel Collins 14th April

**CPD Webinar: Complex Claims Conundrums**  
Darren Anderton, Gareth Bowers, William Wilson and Martin Allan 22nd April

## Don't miss...

**CPD Webinar: Byte-sized Cyber - Cyber Crime The Hidden Threats**  
Nigel Collins  
9th June 11:00

[Click here to register for the session](#)