

October 2021

McLarens People

Sharing news from McLarens UK & Ireland with colleagues and clients



Welcome

The London Floods further dampened the mood in the capital in the aftermath of the Euro Final, but 'it's an ill wind...' as they say, imaginatively dubbed 'Roberto' in the raw angst that remained the day after the night before!

The response of the business to this unexpected surge of instructions mid-summer was simply fantastic, and it has been a joy to read the string of compliments of our handling of the succession of events – which have brought about some unique challenges from sourcing/pricing to temporary accommodation solutions at a time when we were already experiencing unprecedented inflationary and supply pressures from the combined effects of the pandemic-induced forces.

In September we attended the glitzy British Insurance Awards as finalist in no less than three categories and whilst there was no silverware to take home, our presence and profile was very firmly cemented with multiple finalist places and we had an excellent evening with colleagues and clients. And whilst our



Young Professional of the Year finalist Blue Newton did not take the BIA crown, the next day he was confirmed as the Highest Achiever the CILA Diploma examinations, a truly brilliant professional achievement.

I for one did not envisage doing our 2021 conference from behind a laptop for the second successive year, but sadly the prospect of bringing our entire adjusting team physically together, was rightly considered unwise. Nonetheless, a most engaging and superbly well attended conference attracting 130+ attendees and a great opportunity for the 45 new hires over the last year to get a solid introduction to our business.

In October we participated in a European Regional Meeting with our colleagues and affiliate partners from France,

Netherlands, Germany, Italy, Belgium, Switzerland, Portugal, Poland and Czech Republic – a superbly engaging couple of days and the first opportunity post-Brexit to get our European family together.

Finally, whilst we have welcomed many new faces into the business, if I may make specific mention of Alan Smith, who has joined us last month as a Mitigation Specialist - this is the first such hire for the business and a reflection our determination to deepen our offering to include technical adjacencies.

Please enjoy the latest edition of McLarens People and as ever feel free to share.

It has been fantastic to meet up with many of you over the last few months as we continue to tentatively ease back to offices and in-person meetings, but we will of course continue to move forward with caution as we approach what may well be a difficult winter ahead.



Steven Wallace ACII FCILA
Managing Director

 steven.wallace@mcclarens.com

Resilience & Sustainability

Resilience and sustainability have never been more relevant when considering the types of claims we face. We have been discussing this as a topic for some time, often without realising. Our approach does cater for some aspects when advising clients and insureds on sensible methods of repair. Our goal is to embed the thinking within the business and, importantly, to show all stakeholders we consider and can evidence data capture in this area.

In August we held an online Resilience and Sustainability Awareness morning for all staff. Gareth Bowers, Head of Major Loss - Midlands/South West/Wales, and our Resilience and Sustainability project lead, introduced the session and several guest speakers who laid out the bigger picture, before we covered what this means for McLarens including process and procedure updates for claims.

Paul Redington, Regional Major Loss Property Claims Manager, Zurich Insurance, joined us to explain Zurich's Claims Commitment to Build Back Better. Renowned consultants Graham Brogden and Joey Tabone talked through the Code of Practice for Property Flood Resilience by Circia and carbon neutral processes and materials.



Staff can access the recording and other resources from the new **Resilience & Sustainability** page on **MyMcLarens**.

McLarens Conference 2021

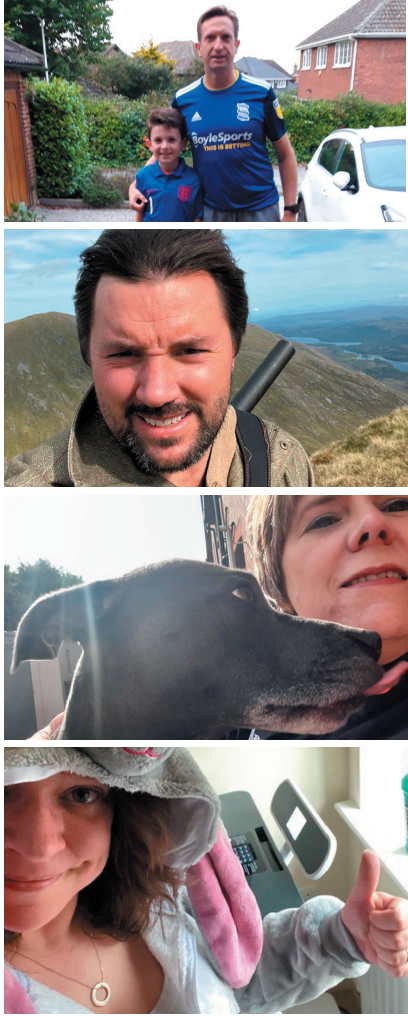
This year we hosted our conference online once again, from Monday 27th September to Wednesday 29th September, to help focus, excite and bring everyone together. The sessions included practice updates, a session with the Global Management Team, plus a Q&A with Charlie Bush, Head of Property and Energy Claims at Zurich.

The conference included a 'Move 5k' competition to keep us healthy. Everyone was invited to run, walk, skip, hop or do any form of exercise. We had lots of running, bunny hopping, and even a 5k done in a house move! Cheryl McCabe won a £25 voucher for fitness and wellbeing, for joining her local community in a walk across beautiful countryside to raise funds for a neighbour in need of specialist medical treatment.

The conference sessions provided a total of 6 hours and 40 minutes of CPD.



Staff can watch all sessions on **MyMcLarens**.



Blue Newton Wins Diploma Prize

Blue Newton, Adjuster, has won the Chartered Institute of Loss Adjusters (CILA) prize for the Diploma level qualification for this academic year.

For the best performance in the Diploma level, Blue was presented with a certificate, trophy and £400 prize at the CILA Conference awards dinner on Thursday 21st October. Congratulations Blue and well done on all your hard work studying.



Delivering Global Third Party Administration

The concept of Third Party Administration (TPA) is defined in many different ways across the industry. For some it means the outsourcing of the administration of the claims process, for others it is the holding of a loss fund. But, contrary to the name, it is the total outsourcing of the claims process from beginning to end for a corporate, carrier, MGA, captive, government department, local authority or other entity. The TPA essentially becomes the outsourced claims department for the client, so it is important that all claims are handled consistently, whilst taking into account the local laws and customs that may be applicable.

Key Elements of TPA

- Partnership** - the client needs to be able to view the TPA as an extension of their business with full transparency around the process and data. Global Account Management and a single point of contact ensures that the client's requirements are met and they feel fully supported at all times.
- Technology** - having technology fragmentation from country to country or across lines of business is at the heart of many TPA issues. Having a claims system that drives an efficient process for the handlers delivers improved outcomes. Being able to track and manage the performance and portfolios of claims staff globally, drives down the total cost of the claim and is crucial in data capture and reporting.
- Data Output and Analysis** - in the US many US-focussed TPAs have full data teams and analytics on their portfolios, as you move outside that market, the focus on data driven process and technology is harder to find. At the heart of a TPA should be a quality driven claims service with quantifiable and identifiable outcomes. Having a global TPA data team that can evaluate and respond to a changing portfolio is critical as a risk manager.
- Implementation** - the sales cycle in TPA is lengthy and we will always build in months to liaise with the client before a programme goes live. This time is essential for the TPA to fully understand the client's needs, build a strong working relationship, iron out the data requirements and reporting and to make sure the handlers, account manager and data teams all know what is expected before 'going live'.



TPA and quality loss adjusting go together. Within McLarens we have the ability for the two areas to sync together to ensure the client is provided with the best claims handling service possible for effective file management and full transparency. The system linkage between TPA and loss adjusting enables the TPA to fully retain control of the file, working with the adjusters and their reports, and gives the client full visibility of the entire claim and related expenses.


It is important for the TPA service provided to be as cost effective as possible for the client. It is more than likely that savings will be made by outsourcing to a TPA, who will focus on the cost savings associated with claims spend, risk and managing to drive down indemnity spend without affecting the level of service provided. Our new McLarens TPA team is excited for the journey ahead, leading McLarens to become a world class TPA offering.




Kirsten M. Early JD MBA
Global Head of TPA
✉ kirsten.early@mlarens.com

Finalists for Women In Insurance Awards

The Women in Insurance Awards (Incisive Media) have released their shortlists, congratulations to:

 **Kim Alcock**, Head of UK Casualty & TPA Operations, shortlisted for Team Leader of the Year

 **Victoria Jewell**, Head of Real Estate, shortlisted for Claims Professional of the Year

 **Cheryl McCabe**, Executive Adjuster, shortlisted for Claims Professional of the Year

The winners will be announced at the awards ceremony on 16th November in London.



Alan Smith, Mitigation Specialist, Joins McLarens

In September Alan Smith BDMA (sen) Tech joined our Major Loss Practice as a Mitigation & Restoration Specialist. With 20 years in damage restoration in the UK and abroad, Alan is experienced in practical, cost-effective restoration solutions follow fire, flood and natural disasters.

Legal Team Welcomes Lauren Gray

Lauren Gray recently graduated from the University of Southampton and has joined McLarens

as Group Legal Assistant. Lauren has previously worked in Judicial Disciplinary departments and is hoping to learn more about the insurance industry. Lauren has already taken her first insurance exams and achieved her Certificate in Insurance.



Did you miss...

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

CPD Webinar: Public Sector – Recent Developments in Claims

Gordon Winstanley 7th July

CPD Webinar: Byte-size Cyber – High Net Worth Cyber Claims

Nigel Collins 13th July

Insurance Post: McLarens Moves Headquarters to Lime Street

Steven Wallace 15th July

Insurance Post: Rash of High Value Claims Anticipated after London Floods Deluge Basements

Tim Carpenter 2nd August

CILA: Commercial Fraud

Tim Richardson 2nd August

CPD Webinar: Byte-size Cyber – Cyber and the Education Sector

Nigel Collins 11th August

Insurance Day: Supply Chain Delays Drive up Cost of Construction Claims

Neil Baldwin and Kevin Taylor 11th August

CPD Webinar: Emerging Trends in Cyber Claims (CAT)

Nigel Collins 24th August

CPD Webinar: Private Clients and Their Possessions

Grace Best-Devereux 26th August

CPD Webinar: Emerging Trends in Fraud and Investigation (CAT)

Tim Richardson 7th September

CPD Webinar: Basic Agriculture – Production Growth Risks

Stephen Smout 8th September

Technical Bulletin: Fighting Insurance Fraud

Alan Fisher 13th September

Insurance Day: Centralised Intelligence is Critical in Fight Against Cyber Crime

Nigel Collins 13th September

Insurance Day: Data Privacy is a Fundamental Issue for Fraud Investigation

Alan Fisher 20th September

Airmic: Resilience and Sustainability – the Future of Building Insurance Reinstatement

Neil Baldwin 6th October

The Irish Market Review 2020 – 2021

Glenn Goggin 11th October

CPD Webinar: Basic Agriculture – The Vulnerability of Harvest Prices

Stephen Smout 13th October

Don't miss...

CPD Webinar: Basic Agriculture – Agricultural Claims and Their Environmental Impact

Stephen Smout
10th November 11:00

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