



McLarens | UK
Casualty

Proactive and cost-effective service

We deliver tailored casualty loss adjusting solutions which offer a truly differentiated proposition. Our approach combines technical expertise and excellent customer service, to guarantee a proactive and cost-effective service.

Our highly qualified and experienced team of dedicated casualty adjusters are ready to deliver prompt and best-in-class solutions, throughout the UK. We are recognised as market leaders, with a reputation for technical excellence and trusted service.

In addition to standard Employers Liability, Public Liability, Product Liability and Motor Liability, we have adjusters specialising in:

- Agriculture
- Construction & Engineering
- Crisis Management
- Cyber Liability
- Environmental Liability
- Fidelity Guarantee
- Major and Complex casualty losses
- Medical Malpractice
- Pharmaceutical
- Product Recall
- Professional Indemnity
- Real Estate
- Recovery services for subrogation and contribution claims
- Tree Root Nuisance



Casualty Adjusting Services

We offer a wide range of service options, including:

- Bespoke Service Level Agreements (SLAs)
- Delegated and non-delegated field solutions with desk-based or adjuster-led options
- Virtual investigations using a range of technologies

- Portal management
- Real-time access to your data
- Tailored Management Information (MI) and reporting
- Fund management and aggregate monitoring
- Specialist casualty account management

Third Party Administration (TPA)

We offer TPA with a single focus on delivering quality outcomes for our clients. We can tailor our solutions to meet the needs of each portfolio, understanding the complexities of multiple stakeholders.

We do this by hand picking the best claims handlers in the industry. We care about our staff and this is reflected in our unique culture of collaboration across all areas of the business, all over the world.

Unlike other TPAs, we operate an authentic global TPA service on a single platform. This means we can service claims across the globe in a consistent way, regardless of claim type or location. Our ability as a TPA to seamlessly interact with our loss adjusters gives us a competitive advantage. In addition, our lack of legacy systems and ability to invest in the right technology, means we are built for today's world in an ever-changing environment.

UK Casualty Team

85%

hold qualifications

77%

hold insurance
qualifications
with CII or CILA

21

years average
experience

Key Personnel



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The insured and insurers expressed a high level of comfort in our service, which delivered:

- Excellent results which protected us and our insurer from over-payment and were fair with the claimants.
- Your team are very helpful, knowledgeable and great to work with.

Case Study



Tailored casualty loss adjusting solution



Situation: We were appointed to deliver an adjuster-led field-based solution to a transport company for losses arising under their Employers and Public Liability policies in the UK.



Scenario: We worked closely with the client to design and implement a customer orientated loss adjusting service to cater for their specific

requirements. Prior to notification of the first claim, we established excellent working relationships with key personnel, built a good understanding of their business and collated documentation (such as operational policies and contracts). This ensured that when claims arose, we were able to investigate and reach decisions swiftly and with minimal impact on our clients' day to day activities.



Outcome: Our client had several losses during the year, including a high value complex injury claim and a major incident involving damage to third party property. Where field investigations were needed, we immediately sent a casualty adjuster to site, who already had a detailed understanding of the insured's business. Prompt and efficient investigations were completed, all relevant evidence collated, and robust decisions made and maintained.



Notification of Loss

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