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McLarens

Quality is at the heart of McLarens

McLarens Hong Kong was the first McLarens office in Asia. We have been the leading international adjuster in Hong Kong for more than 30 years. We provide comprehensive claims management services across all major lines of business, along with niche specialisms in healthcare management, and forensic accounting. Our business is founded on strong technical skills, good management, and a results-driven workforce.

Our strong team of full-time experienced professionals brings to bear a wealth of qualifications in insurance, loss adjusting, engineering, law, nursing and dispute resolution.

We continue to invest in our world class IT infrastructure, robust risk management framework, and advanced data analysis capability. These, together with workflow processes that adhere to stringent KPI standards, combine in a business that offers insurers and other clients the best in claims handling services.

OUR VALUES

We live by a set of shared values that guide our actions and behaviours, and drive our culture and the way we do business:

Excellence

Teamwork

Respect

Knowledge

Thought Leadership

HONG KONG TEAM

39 employees

83% hold industry qualifications (ANZIIF, ACLA, CIP, CILA)

17 years of experience on average

Our Global Reach



Number of service locations by region

Our strategic locations enable our team to provide rapid response around the globe, with local knowledge.

Asia

- China
- Hong Kong
- India
- Indonesia
- Japan
- Malaysia
- Myanmar
- Philippines
- Singapore
- South Korea
- Taiwan
- Thailand
- Vietnam

Australasia

- Australia
- Fiji
- New Zealand

Caribbean

- Jamaica
- Puerto Rico
- Trinidad & Tobago

Europe

- Austria*
- Czech Republic*
- Finland*
- France
- Germany*
- Greece*
- Italy*
- Netherlands
- Poland*
- Portugal*
- Slovakia*
- Spain
- Sweden*
- Switzerland*

Latin America

- Argentina
- Brazil
- Chile
- Colombia
- Ecuador*
- Mexico
- Panama
- Peru*

Middle East & Africa

- Bahrain
- Israel
- Kenya
- Kuwait*
- Lebanon
- Nigeria*
- Pakistan*
- Qatar
- Saudi Arabia
- South Africa*
- United Arab Emirates
- Yemen*

UK & Ireland

- Ireland
- United Kingdom

USA & Canada

- Canada
- USA

Services

Industry Experience

- Commercial Property
- Healthcare
- Hospitality
- Marine Cargo
- Residential Property
- Retail
- Transportation
- Utilities



Specialisms



Core Competencies

Our core competencies include claims management, environmental services, forensic accounting and risk management. However our Asia team is especially focused on claims in the property and casualty sectors with various inter-disciplinary backgrounds. Our team offers:

Technical Expertise: Hand-picked talent with the most effective combination of expertise, experience, and local knowledge.

High-Value Partnership: Our model includes low caseloads combined with a proactive field investigation at claim onset.

Premium Service: Quite simply, world-class service is at the heart of our client-centric culture. Thanks to our size and spirit of collaboration, we pride ourselves on authentic, personal, long-term partnerships.

Property

The property line of business at McLarens Hong Kong is our largest with a growing team of experienced adjusters. We are fully able to handle commercial and residential claims, large and small, of every nature. Claims may be first party, liability or both, and we are also accomplished handlers of business interruption losses, bringing in our regional forensic accounting team to add specialist insight where necessary.

We put a focus on speedy claims resolution without losing sight of the need for careful attention to reserving accuracy, potential fraud, recovery opportunities, and contribution.

Our specialist expertise covers:

- Commercial & Residential
- Fire/Theft
- Typhoon
- Flooding
- Malicious Damage
- Business Interruption (BI)

Construction & Engineering

Our construction and engineering team is comprised of specialists with a wealth of technical knowledge, all of whom have spent time in the industry before transitioning to loss adjusting. Their excellent track record of handling complex losses has allowed us to secure nominations for contractors' annual CAR programmes and large-scale development projects including railways, bridges, tunnels, foundations, and high-rise buildings.

We can assemble and deploy a rapid response team to manage a variety of claims.

Our services include loss adjusting, survey/risk assessments, and pre-loss claims handling.

Our specialist expertise covers:

- Construction & Erection All Risk (CAR/EAR)
- Engineering
- Machinery Breakdown
- Plant & Equipment
- Associated BI & ALOP/DSU Covers
- Construction Liability
- Construction Defects

Casualty

Casualty claims often involve sensitive issues which can quickly escalate if not handled correctly. That is why, here at McLarens, we employ dedicated casualty adjusting professionals, who operate under a strict regime of confidentiality.

Working closely with insurers, insureds and legal counsel, we take a proactive approach to claims management, ensuring a prompt settlement wherever possible. With more complex claims, we can collect and maintain evidence over an extended time frame to ensure resolution based on the most accurate information available. In all cases we gather factual evidence at the earliest opportunity, formulate defence and settlement strategies

swiftly, and dispense practical advice to mitigate risk.

Our casualty adjusters are always alert to contributory negligence and the potential for recovery and contribution. The assessment of potential fraud is built into our standard operating procedures.

Our specialist expertise covers:

- General Liability
- Product Liability
- Employers' and Contractors' Liability
- Motor Liability
- Professional Indemnity
- Medical Malpractice

Marine

Marine losses often come with their own specific and complex challenges, from locating and accessing damaged property to managing the differing interests of the insurer, insured and manufacturer.

We have a long-standing reputation as global marine specialists, stretching right back to our company's inception in 1932.

Our team in Hong Kong is an integral part of this success, with a history that stretches right back to the establishment of the local office over 30 years ago.

Our specialist expertise covers:

- Marine Surveys
- Case Investigations
- Loss Adjustment
- Claims Settlement
- Loss Review
- Global Loss Prevention
- Pre-Shipment Surveys

Healthcare

Here at McLarens Hong Kong, we understand the importance and value of a multi-disciplinary skillset. This is why our healthcare managers are all former clinicians with extensive experience in both Hospital Authority and private clinics. They have continued to maintain their professional registrations as nurses or physiotherapists, whilst acquiring

additional insurance industry qualifications.

With such unique backgrounds, our case managers are able to review medical records, evaluate injuries and identify malingerers at an early stage. They are also highly regarded for their ability to build rapport under the most challenging circumstances. Clients can expect a cost-effective solution to every instruction.

Forensic Accounting

As an extension of our expert adjuster network, our in-house forensic accounting team consists of credentialed professionals with deep technical expertise in the insurance industry. Through methodical analysis of financial and operating data, our forensic accounting team focuses on evaluating and identifying the real economic impact of insurance claims and damages – enabling our clients to minimize risks, protect assets, and make informed decisions.

This group works hand-in-hand with our adjusters to deliver our clients a “one-stop solution” to their comprehensive loss adjusting needs – streamlining the resolution process and delivering efficient, value-added service.

Our experienced in-house accounting team has proven know-how across a range of property and liability loss scenarios, including business interruption, complex stock losses, fidelity guarantee, product liability, and product guarantee.

Our Technology

McLarens is a champion of innovation and we invest heavily in IT infrastructure. Our proprietary McLarens One web-based claims handling system is robust enough to ensure business continuity throughout the toughest of catastrophes. The system has a noteworthy rolling uptime average of over 99.9% and can handle exceptional surges in caseload.

In recent years we have placed great emphasis on strengthening our business continuity, recognising that this is paramount to our clients. Our hardware, software and data storage systems are consistent globally. We partner with industry-leading and reputable cloud storage providers. This allows our adjusters and support staff to access the data and operate all key software anytime and anywhere with an internet connection. Bearing in mind the vital importance of confidentiality and data privacy, we ensure GDPR compliance. All data are encrypted at rest and in transit.

We also employ expert data analysts to help our clients better understand their business. Using advanced business intelligence software and in-house data programming, McLarens Hong Kong can provide added value services such as custom bordereaux, statistical analysis and data visualisations.

Matterport

Although McLarens is a practitioner-led business, technology has a major role to play in supporting our global enterprise team. McLarens and Matterport have entered into a global agreement to develop 3D photographic models ('spaces') of insured locations. Matterport's 3D data platform generates walkthroughs, schematic floorplans and other visual models from images captured during site inspections. These 3D walkthroughs eliminate the need for hundreds of photographs, measurements, repeat site visits and written statements.

The platform will reduce time spent in the field, rectify discrepancies in damage claims and save time. Image capture can be done by our adjusters with the Matterport App or through Matterport's Capture Services.

Matterport, 3D Showcase, Matteredtag, and Virtual Walkthrough are registered trademarks of Matterport, Inc.

McLarens App

With our McLarens App, the insured or claimant can take photos or videos on their own phone and upload them securely to the cloud. This allows us to collect timely evidence when we are unable to visit the site immediately ourselves.

Hong Kong Leading Adjusters

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Hong Kong Leadership



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Stephen began his insurance career in 1979 in the UK as a casualty underwriter and claims administrator. During his 40+ years of experience in the insurance industry, Stephen has held roles in business development, broking, claims and operations. Before joining McLaren's, Stephen was most recently the deputy CEO of a large international insurance firm in Hong Kong.

McLaren's Hong Kong has undergone a number of positive changes during the last few years. With enhanced resources and striving to obtain operational excellence, I am thrilled to be part of the team in McLaren's Hong Kong, supporting our colleagues in their delivery of service to our clients, their policyholders and claimants

- Stephen Parsons, Managing Director - Hong Kong

Asia Resources

In total, **387** employees in **34** offices in **13** countries.

CHINA 66 Employees | 11 Offices

HONG KONG 39 Employees | 1 Office

INDIA 72 Employees | 9 Offices

INDONESIA
56 Employees | 2 Offices

JAPAN 3 Employees | 1 Office

MALAYSIA 5 Employees | 1 Office

MYANMAR 2 Employees | 1 Office

PHILIPPINES 9 Employees | 2 Offices

SINGAPORE
30 Employees | 1 Office

SOUTH KOREA 15 Employees | 1 Office

TAIWAN 20 Employees | 2 Offices

THAILAND 58 Employees | 1 Office