

# McLarens People

Sharing news from McLarens UK & Ireland with colleagues and clients



## Market Insights:

Industry action for cost of living crisis on page 4

# Welcome

It has been an incredibly turbulent period economically and politically and there is little doubt that when we shortly reflect on the year of 2022, whilst historically significant, it will be a year to put behind us and move on to what I sincerely hope to be better times ahead.

Despite the external challenges, we have had an exceptionally strong first half to our Financial Year and indeed this year to date, we have welcomed more new hires to our business than at any previous equivalent period - strengthening our business at every level from our 2nd year graduate intake through to the many new leadership appointments.

Our people are our strength, and it gave me great pleasure in hosting a lunch in October to celebrate the group of 16 colleagues from the UK & Ireland nominated by their peers to the McLarens Platinum Circle, our global employee recognition programme. Pleasingly, of the 30 global places,

over half are from our shores, a fitting reflection of the quality which now permeates this territory.

As McLarens celebrate its 90th year of existence from its humble beginnings in Scotland in 1932, it fills me with immense pride to be part of the journey and, given the considerable investment in digital and data enhancements and the myriad of efficiency and environmental initiatives, we have never been better placed as we embark upon our next decade.

Please enjoy (and share) our latest edition of McLarens People, and very best wishes for the upcoming festive season!



**Steven Wallace ACII FCILA**  
Managing Director

[✉ steven.wallace@mlarens.com](mailto:steven.wallace@mlarens.com)



## Steven Wallace becomes CILA Deputy President

In September Helena Evans passed on the role of President of the Chartered Institute of Loss Adjusters (CILA) to Marc Sweeney.

At the 60th AGM, CILA members also voted for Steven Wallace, Managing Director of McLarens UK&Ireland, to become Deputy President. Through 2022/2023, Steven will support Marc in setting the professional and ethical standards for those who work in the handling of claims.

Steven commented, "CILA has responded to the move to digitalisation in the last few years but there is still more we can do to promote claims and loss adjusting as a chosen profession. I look forward to promoting careers in loss adjusting and showcasing the developments of our industry."

# McLarens Ireland Conference and Awards 2022

The Ireland team met for the first McLarens Ireland Conference in October in Cork. The team has grown over the last few years and for some team members it was the first time to meet face-to-face since the COVID-19 lockdowns, making it even more special.

The conference was orchestrated by Glenn Goggin, Managing Director, McLarens Ireland, with adjusters and guests providing training including: Professional Indemnity by Heather McIlveen; Investigation techniques by Alan Fisher; Eamonn Egan from Lloyd's of London; Negotiation tactics by Niall Stratford; Construction Bond Claims by Robert Ryan.

The highlight of the event was the McLarens Values Awards, to recognise and reward outstanding customer service aligned to our company values. Colleagues can nominate anyone in the business.

Congratulations to the 2022 category winners:

- Excellence - Karen Brennan, Loss Adjuster
- Teamwork - Caitriona Nee, Claims Technician
- Knowledge & Thought Leadership - Robert Ryan, Adjuster



McLarens Ireland Conference October 2022

## McLarens Values

Excellence, Respect,  
Teamwork, Knowledge,  
Thought Leadership



Trevor Latimer  
1953 - 2022

**With great sadness, we mourn the passing of Trevor Latimer, our former UK&I Managing Director, after a brave battle with illness.**

Born and raised in Ashington, a suburb of Newcastle and home of the famous Charlton brothers, Trevor eschewed the family tradition of working at the local colliery to enter the world of insurance. He joined Robins Davies & Little as a trainee loss adjuster in 1973, qualifying as a Chartered Loss Adjuster whilst also being an Associate of the Chartered Insurance Institute and Chartered Institute of Arbitrators. He rose to the position of Chief Operating Officer for UK Loss Adjusting.

In 2006, Trevor joined McLarens Young International as Managing Director, UK&I, and was instrumental in the development of the business, recruiting many of the current UK Executive along with senior adjusters across both countries.

Central to the business build out was his view of how a loss adjusting company should operate; practitioner led, excellent

people at the very core of what we do, supported but not replaced by process or technology with technical delivery and customer service a given. This philosophy is still a cornerstone of our approach today.

A man of integrity and wisdom who took huge pleasure in the development and promotion of others, preferring to watch those around him shine rather than seeking the limelight for himself. Pragmatism was one of his key strengths, characterised by his expression, "We are where we are....", and blessed with an astonishing foresight, for Trevor, it was always case of looking forward, influencing the future, and never looking back.

He delivered on his promise to himself to retire on his 60th birthday in 2013 and enjoyed a happy retirement, albeit one that was far too short, travelling and spending time with the family he dearly cherished.

A valued colleague, shrewd mentor and loyal friend to many.

To Maureen, Emma, Melanie and family, we offer our sincere condolences.

Rest in peace Trevor.

## McLarens join MGAA

McLarens have joined the Managing General Agents' Association (MGAA) as a Supplier Member. The MGAA represents, develops, educates and promotes the MGA market and its members, whilst asking members to adhere to their Code of Ethics to drive innovation and high standards in the insurance sector.

The membership signifies our continued alignment with MGA clients, appreciating their requirements in sustaining a profitable book of business through pro-active and agile claims management. David O'Neill, Technical & Client Lead – Ireland, commented, "we already work closely with numerous MGAs and capacity providers. Being part of the MGAA will help us to further understand their focus and key issues within the market. We are happy to bring and share our global claims expertise with the MGAA membership through our thought leadership programme which aligns with the MGAA's commitment to training. We look forward to nurturing our existing MGA relationships and developing new networks through the continued development and promotion of the MGA sector."



## Real Estate Grows into New Office



The continued growth of the Real Estate team, led by Victoria Jewell, Head of Real Estate, has led to a new office in Chelmsford, “as the team has expanded, we outgrew our office, so we are delighted to move into our new premises where we have the space to continue to grow and build the team and our Real Estate offering.”

The new office is at:  
**Ford House 31-34 Railway Street, Chelmsford, CM1 1QS.**



## Supporting Grassroots Football

McLarens is delighted to be the kit sponsor for the Hilton Harriers under 14s football team who play in the Derbyshire Girls League. The team were put forward for sponsorship as part of our Corporate Social Responsibility programme, by Andrew Beckett, Executive Adjuster, who is the Head Coach of the team.



**Best of luck to the girls in all your games!**

## The Platinum Circle are off to Sydney

McLarens Platinum Circle is a global employee recognition programme available to all employees. It is an exclusive celebration for those who are nominated by their colleagues for going above and beyond for McLarens and our family of companies.

Winners are celebrated by being taken on a once in a lifetime trip. This time the winners are off to Sydney, Australia in October 2023!



### Congratulations to our UK and Ireland winners:

Richard Gough, Executive Adjuster  
William Wilson, Head of Major Loss  
Brian Gibson, Executive Manager  
Heather McIlveen, Head of Financial Lines  
Darren Anderton, Head of Major Loss - North  
Alan Browne, Head of Casualty  
Chris Pettet, Executive Manager  
Blue Newton, Executive Manager  
Renate Zapletal, McLarens Aviation One Support Manager  
Homera Ali, Team Lead Billing  
Sarah Russell, Executive Assistant  
Sandra McDonald, Head of Clients Services  
Victoria Jewell, Head of Real Estate  
Liz Tubb, Group General Counsel  
Debra Mackie, Executive Manager  
Denise Padachi, Head of Billings and Collections

## London to Brighton Charity Bike Ride Raises Over £2,000

On Sunday 11th September a team from McLarens cycled the 54 miles from London to Brighton. The team, pictured, raised money for Great Ormond Street Hospital (GOSH) and did a fantastic job with **£2,229** raised so far - you can donate to the cause via the JustGiving page at [justgiving.com/mclarensbike2022](https://www.justgiving.com/mclarensbike2022)

Staff were keen to support the initiative, even though they may not have been able to join in on the trip to Brighton, so we extended the fun and fundraising to our Forum House, London office.

With an exercise bike in a meeting room, plus support team on hand with plenty of snacks, staff took on 20-minute slots to cover the same 54 miles distance. Those outside of the office area covered miles at home or at the gym on exercise bikes.

### A fabulous effort by everyone to support our London to Brighton cyclists:

Tim Carpenter, Head of Private Clients & Estates; Jonathan Ashford, Loss Adjuster; Toby Knight, Head of UK Operations – Property; Kim Alcock, Head of UK Casualty; Steven Smith, Loss Adjuster.



## Supporting Disadvantaged Young Women in the UK

In October our offices in Forum House, London, Chelmsford, Manchester and Heathrow organised office breakfasts. The breakfasts raised funds towards fostering female talent in business via The Prince's Trust Brilliant Breakfast annual event.

The charity initiative supports women as they start a career, facing long-term unemployment, mental health issues, challenges at home or difficulties at school, or even homelessness. Practical help includes funding the first month of commuting costs for a new job, before the first pay cheque is received. Find out more on hosting future events at [thebrilliantbreakfast.co.uk](https://thebrilliantbreakfast.co.uk).

# Market Insights

## Looking at the hot topics ongoing and coming up in the market.

(Click on the links to find out more)

### Cost of Living Crisis Consequences

- Increased concerns over use of candles for heat and light by residents promoting safety awareness campaigns
- The beginning of a recession may reduce industry growth and slow movement in the labour market as companies look to pause hiring schemes
- Consolidation in the insurance market is expected to slow down as lending money becomes less accessible

"The recession we currently face has seen a sharp rise in interest rates on everything from mortgages to business loans. The demand on personal finances has increased significantly, and that means disposable incomes are down, with many simply unable to afford even to cover their regular bills.

This is a prime environment for fraud and is now a consistent discussion point for insurers across the market, in all sectors.

Remaining vigilant is key, especially as we enter periods that historically have brought surges in claim volumes, where the demand in pressure can cause relaxation of fraud awareness as we seek to service the increased load. **Early identification of issues and inconsistencies will be fundamental in identifying and combatting fraud.**

Staff awareness and training remain the most effective tools to help weed out suspect claims, and a comprehensive investigation by specialist and qualified practitioners can save significant sums being lost to both organised and chance criminals."



Brendan Gillooly, Head of Investigation

### Inflation Report 2022: Rising Costs of Property Claims



Click here to access the full report.

"We undertook an analysis to obtain a more accurate forecast for insurers, and to assist with our reserve setting...We knew that we were seeing an increase in building repair costs more than predicted by the BCIS...Our analysis of market factors and the claims data available to us was suggesting an across the board increase of between 5 and 20% on building repair costs. Since this analysis, we have been able to predict repair costs more accurately when setting day one reserves."

"We've seen cases where Building Sums Insured and Declared Values were adequate at inception, renewal, or at the time of damage, but inadequate to cover the full cost of reinstatement by the time the rebuilding scheme was tendered primarily due to recent cost inflation factors."

### Did you miss...

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

**Insurance Day: The challenging economic climate is a significant concern for the construction insurance market,**

Mark Simmons, Head of Construction & Engineering 21st June

**Technical Bulletin: Examining European Real Estate**

Debbie Crosti, Pan-European Real Estate Manager 24th June

**Commercial Risk: Flood risks grow in Europe**

Victoria Jewell, Head of Real Estate, and Mike Hurry, Technical Manager, Private Clients and Estates 5th July

**Insurance Times: Uptick in livestock disease claims leads to farmer losses and increased insurer costs**

Stephen Smout, Head of Agriculture 15th July

**Swiss Re International Program: Part 1: global claims for global risks**

William Wilson, Head of Major Loss, Ireland 26th July

**Swiss Re International Program: Part 2: legal systems and jurisdictions**

William Wilson, Head of Major Loss, Ireland 26th July

**Swiss Re International Program: Part 3: managing claims across cultural and geographical barriers**

William Wilson, Head of Major Loss, Ireland 26th July

**Swiss Re International Program: Part 4: keeping your business running, financials and cash flow**

William Wilson, Head of Major Loss, Ireland 26th July

**Swiss Re International Program: Part 5: 5 best practice tips for managing global claims**

William Wilson, Head of Major Loss, Ireland 26th July

**Insurance Business: One year later – reflecting on the impact of London's devastating flash flooding**

Mike Hurry, Technical Manager, Private Clients & Estates 28th July

**Airmic LIVE: War or Political Violence:**

**Key Considerations in Reviewing your Policy**

William Wilson, Head of Major Loss – Ireland, Nigel Collins, Technical Lead – Cyber & Technology, Dave Watts, Head of Home Foreign 3rd August

**Strategic Risk: Reputation in an era of state-sponsored attacks**

Nigel Collins, Cyber & Technology Lead 5th August

**Insurance Times: Drought to cause mayhem for UK insurers**

Stephen Smout, Head of Agriculture 15th August

**Subsidence Briefing Summer 2022**

Alex Wakefield, Executive Adjuster 16th August

**Insurance Day: Major disease losses on the rise as intensive farming increases**

Stephen Smout, Head of Agriculture 22nd August

**Inflation Report 2022: Rising Costs of Property Claims**

Darren Anderton, Head of Major Loss – North, William Thomson, Executive Adjuster/Chartered Surveyor, Richard Gough, Executive Adjuster/Chartered Surveyor 9th September

**Inflation Report 2022: Rising Costs of Casualty Claims**

Kim Alcock, Head of UK Casualty, and Alan Browne, Head of Casualty Ireland 9th September

### Catch up on the recording:

**Roundtable: Identifying and Dealing with Subsidence Claims**

Karl Evans, Chartered Surveyor/Loss Adjuster, Russell Adair, Chartered Surveyor/Loss Adjuster, Alex Wakefield, Executive Adjuster 14th September