

#### **Ireland**

# Working Together

We recognise that insurance claims involving Construction & Engineering losses require a loss adjusting and claims management service that has the industry knowledge, technical ability and drive to deliver client satisfaction.

Our professional teams include qualified loss adjusters, surveyors, accountants, legal experts, structural, mechanical and electrical engineers.

McLarens recognise the need to respond quickly, understand what is required, apply the right skill set and work as part of a team to proactively bring about a resolution. We use qualified loss adjusters to head our claims, whether these be on multi-million pound major losses, as part of multi-disciplinary teams, or providing services tailored around specific products such as risk and party wall survey works, Third Party Administration (TPA) and small plant and equipment loss claims handling services.

We are committed to learning, developing and improving the service that we provide. As a group, we are dedicated to continued professional development and succession planning. We recognise the importance of data collection and analysis of this with our clients to improve risk management and claims handling. Our aim is to create and maintain long-term trustworthy business relationships with our clients.





# Claims Investigation & Management

CAR insurance claims often involve 'multi-tier' contractual relationships. Understanding contracts and how policy cover is arranged with our clients is therefore key. Our adjusters and legal experts are knowledgeable with all forms of main and sub contracts, with a proven process to meet the requirements of our clients. Our team handles complex and large claims under contractor controlled and owner controlled project specific insurance policies, as well as annual cover. Our expertise includes:

- Drainage, environmental pollution
- Ecclesiastical buildings, ancient and new
- Electrical and mechanical installations
- Energy
- Historical and Listed buildings
- Infrastructure: airports, metros, roads, bridges, stadiums, water treatment works and railways
- Industrial and commercial: mills, industrial plants, warehouses
- Leisure: sports centres, swimming pools
- Offices: new builds & refurbishment
- Schools, hospitals, public, government and military establishments
- Tunnelling
- Waste recycling and waste-to-power
- Wet works, harbours, ports and terminals

#### Our Services

We are able to offer immediate response to losses with 24/7 availability. Our specialists are part of the McLarens Global Construction & Engineering network that deals with losses worldwide, offering:

- Full claims management services including bordereaux management and reporting on losses.
- Claims investigation and evaluation including building surveying, engineering and forensic investigations.
- Defect v. Damage; we understand the importance of establishing cause, CAR wording DE and LEG
  clauses can significantly affect policy response. Factors such as the design, specification, product and/
  or workmanship my need to be investigated. We ensure that cases are always properly investigated
  and reported.
- Industry leading experts in all construction, engineering and technology fields. In respect of Plant Machinery & Equipment we directly employ experienced and qualified crane and plant machinery engineers to handle our claims.
- Specialist partner services for valuation and quantum analysis with quantity surveyors, forensic programmers and delay analysis experts, as well as forensic accountants.

Our team provides clear reporting and communications to deliver the best loss adjusting service to you and your clients.

### Leadership



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## Our People



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We apply the right resource from specialist large loss teams and dedicated services teams to ensure the right person investigates and reports, where technical knowledge and communication skills are paramount. We operate a comprehensive Quality Assurance internal procedure with all of our adjusters to provide consistent quality adjusting.

#### Our teams include:

- Chartered Loss Adjusters and Chartered Insurance Practitioners
- Chartered Building Surveyors and Chartered Quantity Surveyors
- Qualified Structural Engineers, Chartered
   Mechanical Engineers & Electrical Engineers
- Legal Experts & Accountants

We have access to all standard contract forms, metrological records, cost indices and legal databases. Our adjusters remain current with developments within the Construction & Engineering field.

We provide a dedicated, specialist team handling plant and equipment losses, with access to hire company terms and conditions, applicable regulation, engineering technical advice and means of speedy plant & equipment valuation.

