



**McLarens | Thailand**  
Capabilities

McLarens

# Quality is at the heart of McLarens

Established in 1979, McLarens Thailand is the oldest and foremost loss adjusting firm in the country. Our Engineering, Property & Casualty and Marine teams, comprising over 40 adjusters, including qualified engineers, lawyers and accountants headed by market leading adjusters, provide claims adjusting services across all core insurance disciplines from cradle to grave.

Over the decades, McLarens Thailand have developed a particular reputation for handling large and complex power & energy and property losses, together with ensuing BI and CBI losses, many involving international reinsurance markets where we have long established relationships.

From our office in central Bangkok, we handle losses across the whole of Thailand, as well as Cambodia, Laos and Myanmar.

## 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**

## THAILAND TEAM

**43** adjusters

**16** support staff

**43** years in Thailand

# 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
- Construction & Engineering
- Healthcare
- Hospitality
- Manufacturing
- Mining
- Marine Cargo
- Power & Energy
- Real Estate
- Residential Property
- Retail
- Transportation
- Technology
- Utilities

## Specialisms



## Core Competencies

Our core competencies include claims management, 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:** 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.

## Construction & Engineering

Our construction and engineering team comprises specialist civil, chemical, electrical and mechanical engineers with a wealth of technical knowledge, many of whom have spent time in industry before transitioning to loss adjusting. Their proven track record of handling complex losses has enabled us to secure nominations for contractors'

annual CAR programmes and large-scale development projects including railways, bridges, tunnels, and high-rise commercial and residential buildings.

Our specialist expertise covers:

- Construction & Erection All Risk (CAR/EAR)
- Engineering
- Machinery Breakdown
- Mining
- Energy & Petrochemicals
- Power Generation & Distribution
- Associated BI & ALOP/DSU Covers

In the event of a large and/or complex loss, we can quickly assemble a loss specific team including:

- Loss Adjusters across multiple disciplines
- Surveyors
- Engineers
- Lawyers
- Project Managers
- Forensic Accountants
- Forensic Scientists
- Loss Mitigation Specialists

## Property

Our team of property adjusters is led by market leading adjusters, with established reputations for handling large scale and complex losses. We are 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 fully able to handle business interruption losses with our Bangkok based in-house business interruption adjusters and our regional forensic accounting team.

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:

- Accidental Damage
- Fire
- Flooding
- Storm
- Theft & Malicious Damage
- Water Damage
- Ensuing Business Interruption Losses

## Casualty

Casualty claims often involve sensitive issues which can quickly escalate if not handled correctly. That is why, at McLaren, 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
- Product Guarantee
- Product Recall
- Employers' & Contractors' Liability
- Professional Indemnity
- Medical Malpractice

## Financial Lines

Our Financial Lines team in Thailand recognises the need for tailored services to meet the varied needs of clients and their customers. We offer a range of services to drive customer experience and deliver cost-effective solutions. Our aim is to provide services that continue to meet the highest standards while being in line with the level of exposure presented by the particular notification.

Our specialist expertise covers:

- Fidelity Guarantee
- Jewellers Block
- Credit Default
- Bankers Blanket Bond

## Forensic Accounting

The McLarens Thailand team includes a dedicated team of accounting adjusters with market reputations for handling complex business interruption and stock losses. In addition, 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 forensic 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.

## 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, dating back to our company’s inception in 1932.

Our team in Thailand is an integral part of this success, with a history that stretches right back to the establishment of the local office over 40 years ago.

Our specialist expertise covers:

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

## 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 enables 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 in all jurisdictions in which we operate. All data are encrypted at rest and in transit.

We also employ expert data analysts to help our clients better understand their businesses. Using advanced business intelligence software and in-house data programming, McLarens Thailand can provide added value services such as customised 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, Mattertag, and Virtual Walkthrough are registered trademarks of Matterport, Inc.



# Thailand Leading Adjusters

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# Thailand Leadership



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“ At McLarens Thailand we constantly strive to be the best in field and to serve our clients’ needs to the high standard the market has come to expect from us over the years. As a team we continue to grow and foster new talent to ensure McLarens Thailand can continue to be the market leading adjusting firm in Thailand into the future.

- Tim Hollinrake, Managing Director - Thailand



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# 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** 59 Employees | 1 Office

**VIETNAM** 11 Employees | 2 Offices





## Connect

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