



# McLarens | Malaysia

Claims Handling Capabilities



## Local Expertise

# McLarens Malaysia

McLarens Malaysia was established under the Companies Act in 2017, and following the receipt of regulatory approvals from Bank Negara Malaysia, it commenced operations in 2018. McLarens Malaysia has its own service protocols to ensure the highest levels of communication, discretion and integrity.

These include:

- Dedicated support team with single point of contact for claim notification and management
- 365 days 24/7 out of hours contact
- Efficient and effective delivery from a national team of adjusters – ensuring speed of response, early assessment and policyholder support
- Allocated adjuster with end to end responsibility for each claim
- Internal support from the wider adjusting team in the case of complex or large losses and external support from specialists covering damage mitigation, restoration, investigation, loss recovery and valuation
- Exceptional standards of service for both client and policyholder
- A sympathetic approach within predetermined service standards to meet everyone's expectations

## McLarens

### GLOBAL STATS

**~2,000**  
employees worldwide

**90** years serving the  
insurance services market

**200+** service locations  
around the world

**80%** of employees  
recommend it as  
a workplace

**20** average years of  
experience per adjuster

**1932** is the year  
McLarens was established







Number of service locations by region

## McLarens Asia Locations

- |                       |                         |                             |
|-----------------------|-------------------------|-----------------------------|
| China   9 Offices     | Malaysia   3 Offices    | Taiwan   2 Offices          |
| Hong Kong   1 Office  | Myanmar   1 Office      | Thailand   1 Office         |
| India   11 Offices    | Philippines   2 Offices | Vietnam   2 Offices         |
| Indonesia   2 Offices | Singapore   1 Office    | Asia Specialties   1 Office |
| Japan   1 Office      | South Korea   1 Office  |                             |

## McLarens Malaysia office locations and contact information

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### Johor

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# Malaysia Team

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# McLarens Capabilities Overview

McLarens is a Global company, with both local and global capabilities. McLarens Malaysia's core services are dealing with standard Property, Casualty and Consumer Goods claims. In addition to this, claims handling capabilities in various specialist claim areas are offered. For more complex or specialist losses, during the development phase in Malaysia, the operation can call upon specialist resources based in Singapore and elsewhere to provide then requisite expertise.

Below is a summary of McLarens' core services along with the Specialty capabilities.

## Core Services

- Casualty
- Property

## Specialties

- Aviation
- Construction & Engineering
- Forensic Accounting
- Specie
- Marine & Transportation
- Energy & Natural Resources
- Consumer goods

## Core Services

### Property

McLarens have a long tradition of professional property loss adjusting dating back to our founding in the year 1931 in Scotland.

We have a rich tradition of property loss adjusting and today our experienced and proactive adjusters manage all types of property claims. Our service goes far beyond simply valuing losses. We understand that a property loss very often has serious commercial consequences. Our adjusters work proactively to mitigate the loss, rapidly return assets to operational use and potentially achieve large cost savings for insureds and insurers alike.

#### Specialist Technical Knowledge

- Hospitality
- Airports
- Real Estate
- Manufacturing
- Healthcare
- Technology
- General Commercial Property
- Global and Regional Accounts

#### Services Provided

- Reliable loss valuation
- Business Interruption Assistance

- Multiple Adjusters assigned to single-incident major loss
- International resolution teams
- Integrated subrogation support including Accountants and legal counsel

At McLarens, our adjusters think commercially and act decisively. Our adjusters focus on the financial ramifications of a property loss and the associated business issues that are likely to arise from this.

By addressing these issues quickly and creatively we can ensure an asset's prompt return to productivity and significantly cut the cost of a property loss. Our international reach also means there is likely to be a McLarens adjuster close to your damaged property, wherever it is in the world.

### Casualty

Our specialist Casualty adjusters and support staff are ready to deliver a rapid solution to your liability claim, ensuring the best outcome possible.

#### McLarens Specialist Expertise Includes

- Public Liability
- General Liability
- Professional Indemnity
- Construction Defect

- Event Liability
- Employers and Contractors Liability
- Environmental Liability
- Public Entity Liability
- Aviation Liability
- Protection & Indemnity

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.

#### Services Available Include

- Claims Evaluation
- Investigation & Evidence Review
- Mediation/Settlement/  
Conference representation
- Negotiation
- International Resolution Teams

In every liability case our aim is to achieve the best outcome with minimum expense. Our extensive experience managing Casualty claims, coupled with our meticulous approach, means we are best placed to resolve casualty claims quickly, efficiently and fairly.





# Specialty Services

McLarens Malaysia can deal with the following specialist claims:

## Construction & Engineering

McLarens Construction & Engineering supports a sub-set of traditional Property adjusting where the size, location or complexity of a loss calls for special capabilities or skills.

Our Construction & Engineering adjusters can pull together multi-skilled teams to respond rapidly and decisively. The team brings specialist technical knowledge in the following areas:

### Specialist Technical Knowledge

- Construction & Erection Risks
- Engineering
- Machinery Breakdown
- Associated BI and ALOP/DSU covers

### Services Provided

- Loss Adjusting
- Engineering
- Machinery Breakdown
- Associated BI and ALOP/DSU covers

## Consumer Goods

McLarens understands the pressure and repercussions of consumer product failure. Our crisis management team in particular has extensive experience regarding the urgent, expert care and attention in handling these claims. This typically involves the added complexity of reputational risk issues arising from the media, government authorities, security services, customers and consumers.

Our team's technical knowledge covers:

- Product recall expense & liability
- Product contamination
- Automotive & consumer durables forms
- Contaminated food/restaurant contamination/foodborne illness cover
- Reputational risk

## Specie

McLarens has a long-standing reputation in the management and adjustment of Fine Art, Jewelry & Specie (FAJ & Specie) losses.

FAJ & Specie losses are unlike any other losses. In place of random events and Acts of God are usually moral hazards like scams, theft or infidelity. It takes more than traditional claims management to successfully adjust such losses. You also need what professionals refer to as a "good nose". Our expert FAJ & Specie adjusters have this mix of experience and intuition, giving them the tools to manage claims:

### Risks

- Jewelers Block
- Fine Art
- Personal Articles floater
- Fidelity Guarantee
- Bankers Blanket Bond
- Entertainment
- Furriers Block
- Musical Instruments
- Electronic and Computer Crime

### Services

- Loss Evaluation, Investigation & Resolution
- Recovery of stolen property
- Negotiation with intermediaries
- Liaison with local and national Policy Agencies

## Marine & Transportation

McLarens has provided specialized global marine and other cargo services dating back to 1931.

Marine and Transit losses often come with their own peculiar challenges, from locating and accessing damaged property to managing the differing interests of insurer, insured, manufacturer, logistics company and other interested parties.

Fortunately, we have a long-standing reputation as global marine and transportation specialists.

We offer a range of Transportation and Surveying services to ensure consignments are fully taken care of before, during and after its journey, including:

- Pre-risk loss prevention survey and recommendations
- Loss Recovery
- Subrogation

## Energy & Natural Resources

McLarens global team of loss adjusters are highly regarded as specialists in the Natural Resources sector.

Education and prestigious credentials combined with diverse technical field experience proves McLarens Natural Resources as the preferred adjusting resource for industries such as:

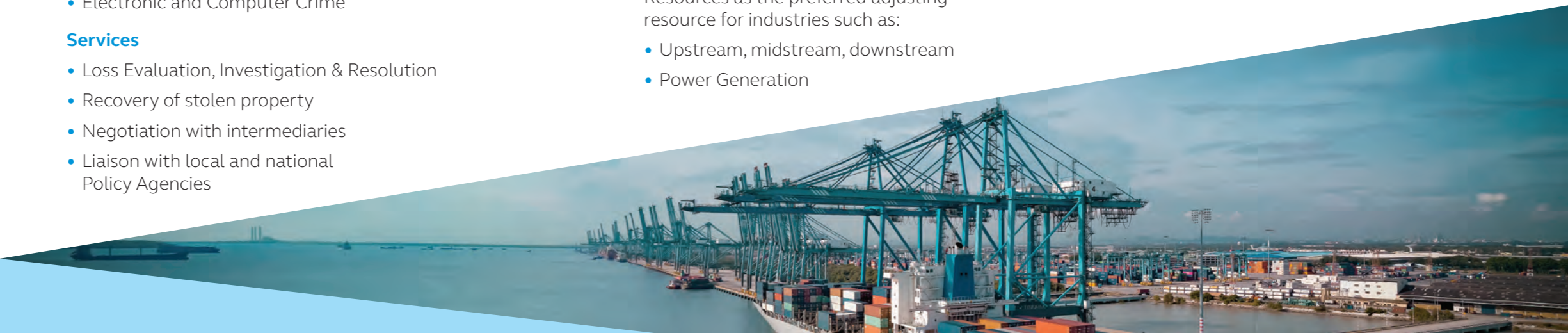
- Upstream, midstream, downstream
- Power Generation

- Renewables
- Inland Marine
- Business Interruption
- Onshore/offshore energy
- Mining
- Petrochemicals
- Builder's Risk/Contractors All Risk

## 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.







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