

McLarens People

Sharing news from McLarens UK & Ireland with colleagues and clients



Market Insights:

Managing water damage costs for local authorities.



Welcome

Incredibly another year almost gone, and whilst dominated by the inflationary pressure which thankfully now seems to be settling, we are all numbed by the many tragic events around the globe including the most recent horror in the Middle East. Our thoughts are with all those impacted and whose lives have been irreparably damaged as a consequence.

In October and November, storms Babet and Ciarán hit our shores, and despite the exodus 'down under' of a significant number from the UK & Ireland for the Platinum Circle event in Sydney, the business response was quite simply, exceptional. The teamwork, dedication, and sheer will to 'find a way' to ensure that not one of our clients or our clients' policyholders were let down, despite the inevitable pressure on resource, was a testament to our teams across the UK & Ireland and it is this level of commitment which I truly believe sets us apart.

I was thrilled in September to have been elected to the office of President of the Chartered Institute of Loss Adjusters (CILA). It is indeed quite an honour and I will do my utmost to ensure that we take some positive strides forward as I build on the excellent work that has been done by many to keep CILA at the forefront and central to the professional and ethical standards which guide what we and our fellow members do.

Since the last publication we have now launched our Hospitality proposition, which is most ably led by Rebecca Webster, Broker Development Lead, and I am delighted that we are now able to finally bring to this important sector a 'first to market' offering which understands the unique challenges faced by hospitality businesses. And watch this space for a number of other exciting launch propositions coming in the new year!

In October we pulled together our European colleagues and affiliate partners for our annual conference which took place in Amsterdam, which was a great opportunity to share knowledge and ideas and build on the wonderfully connected group that is very much our extended family! October also saw the Ireland conference take place in Cork, a great opportunity to get our people together for a mix of technical topics, business updates and of course some social interaction. However, it was understandably subdued as the business mourned the dreadfully sad loss of our friend and colleague, Robert Ryan, who was taken from us in September after a short but aggressive illness. We will remember Robert fondly.

Please enjoy (and share) the latest edition of McLarens People and very best wishes for the upcoming festive period.



Steven Wallace ACII FCILA
Managing Director

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A Tribute to Robert Ryan

We are still coming to terms with the tragic passing of our dear colleague and friend Robert Ryan. As one of our senior colleagues, Robert played a defining role managing key client accounts and providing property adjusting services, predominantly on the western seaboard.

During his career Robert worked with a number of adjusting firms, joining McLarens on the 3rd of August 2020. His reputation always preceded him, being held in high regard amongst colleagues and with all members of the insurance claims profession.

His keen eye for detail and precision are attributes that held Robert apart from others, and his willingness to learn and share his knowledge with those new to our business was a testament to his professionalism. Nothing was ever a problem, just a challenge to be overcome. We have lost our gentle giant.

Robert will be greatly missed but never forgotten. Ar dheis De go raibh anam dillus.



Meet the Market – Dublin

The 2023 Meet the Market Day was held on Thursday 5th October at the RDS in Dublin.

McLarens were one of over 90 suppliers operating in the Irish market who exhibited and were on hand to answer questions from brokers and discuss their clients' insurance needs. Our stand attraction was a game called Zig Zag, where dexterity and poise, coupled with a cool head were the order of the day. The winner, Arron Darlington of Lexis Nexis won the opportunity to nominate a cause for our green fingered colleagues to assist with. We're liaising with Aaron to carry out a project at his son's nursery to spruce up their garden in the spring of 2024.



McLarens Ireland Conference

The McLarens Ireland team spent a valuable two days in Cork sharing ideas at the 2023 McLarens Ireland conference.

An important part of the event was the annual McLarens Values Awards ceremony, celebrating achievements from winning team members.

Glenn Goggin – MD ROI presented the following awards:

Carmel Spaight - Knowledge & Thought Leadership

Tony Halpin - Excellence

Jaime Downey - Teamwork

They also celebrated those who had received recent professional qualifications, ensuring the future of McLarens in Ireland is in safe hands.



Airmic Manchester Networking Event

We were pleased to have been asked by Airmic to join their Manchester networking event in December, along with Clyde & Co.

The day started with an introduction by Sandra McDonald – Global Client Services Lead and President of the Insurance Institute of Manchester. Speaking about the insurance market in Manchester, Sandra commented "Greater Manchester has an insurance and finance services market with diversity of product, specialisms and people. With an entrepreneurial environment and bustling community, the insurance community continues to grow with companies now confidently having their heads of specialist lines based here."

Nigel Collins – Head of Cyber joined a panel session to discuss cyber & data trends. This was followed by another panel session including Dave Watts – Senior Executive Adjuster who talked on the topic of political risk & civil unrest. All followed up with some excellent networking opportunities.



Lights, Camera, Sound, Action!



We're delighted to introduce our new Entertainment & Contingency practice headed up by Ian McDonald – Head of Entertainment & Contingency UK&I to the McLarens team.

Ian is joined by Frank Benke, Tim Adams and Russell Norris, all of whom bring a wealth of experience in this line of business including:

Entertainment, Film, and TV Production

- ▶ Studios and independently financed films
- ▶ Television networks & production
- ▶ Commercial production
- ▶ Cast, crew, equipment, and first- and third-party
- ▶ Music and live events

Contingency/Non-Appearance

- ▶ Live entertainment/performers/festivals
- ▶ Motorsports
- ▶ Influencers/Spokespersons

When speaking about this rapidly growing sector, Ian commented:

"The UK has now become the most significant producer of film, television, and music in the world. They are exciting times, and McLarens' new Entertainment & Contingency team are ready to provide expert support in the event of insurable losses"

McLarens Day of Service

Chris Pettet - Head of Commercial Property, South and Jamie Forbes – Executive Manager, London used their McLarens Day of Service to join the students at Hassenbrook Academy at their 'Mock Interview Day'. The day was spent assisting the year 11 students, helping them plan and prepare for the future.

Chris said *"It was great to be involved in the mock interview day. Interview technique is such an important skill as almost all students will have job interviews when they progress from education regardless of their intended vocation. Really interesting to meet students with ambitions to become involved in a variety of industries, hopefully some will consider roles in Loss Adjusting on the back of our interviews!"*

Jamie added *"It was a great opportunity to be involved with the Year 11 mock interviews at Hassenbrook Academy and a fascinating insight into the students goals and aspirations. Interviews are such*

an important part of any chosen career and hopefully this experience will have helped prepare them for the road ahead".



Charlie Hooper, Careers Co-Ordinator at Hassenbrook Academy was absolutely delighted with the assistance given by the McLarens duo.

One Industry, One Day, One Goal

McLarens were proud to join the insurance industry in support of the Insurance United Against Dementia (IUAD) Insurance Day for Dementia in aid of Alzheimer's Society.

The UK Casualty team took part in the 900,000 steps challenge, while Kim Alcock – Head of Casualty ran 10k to raise funds. Kerry Smith – Client Services Lead and Ambika Fernandes – Client Services Co-ordinator continued the McLarens involvement by voluntarily collecting donations at a wet and windy Bank Underground station. Kerry, who began supporting the Alzheimer's Society when her grandfather was living with the disease 15 years ago commented "I'm proud to have supported the IUAD 'Insurance Day for dementia' again this year, it's such an important fundraising event and it's great to join industry peers in uniting against dementia, helping fund further investment into pioneering research."

It's not too late to [make a donation](#), please give what you can!



Hospitality Roadshow

The McLarens hospitality proposition launched in October, in line with our sector focused approach. The proposition brings a strategic focus on the hospitality sector which includes (amongst others) trades such as restaurants, pubs, clubs, bars, hotels and other accommodation. The launch roadshow consisted of; an intro to the sector by Rebecca Webster - Broker Development Lead, an overview of common claims and policy nuances on Property by James Pitchell – Loss Adjuster, Casualty by Natasha Howles – Liability Loss Adjuster, Cyber & Technology by Nigel Collins – Cyber & Technology Lead - and Business Interruption by Louise Butcher – Head of Forensic Accounting. Followed by a case study on The Bullitt Hotel which was delivered by Gareth Bowers – Head of Major Loss, Mark Farrant – Head of Commercial Property - North and William Wilson – Head of Major Loss – Ireland.

There was a real appreciation from the brokers and insurers who specialise in this area that we understand their world and the challenges their customers face. For anyone who didn't attend the launch events, please contact Rebecca who will be happy to chat to you. You can also find more information on our [website](#).

"I thought the presentation provided a really good overview of the current issues facing the hospitality industry". NIG

"A very informative session and demonstrated the capabilities of McLarens in the Hospitality sector." JMG

"Very informative presentation. We hope to utilise the hospitality proposition in the future and will be in touch with Rebecca" Vista





Focus on Real Estate with Vicky Jewell - Head of Real Estate

New Joiners

It's been a busy year for the McLarens Real Estate team with an influx of new accounts. We've bolstered the practice with four new Claims Technicians, with two more due to join by the end of 2023.

Ellie Bracey, Jake Fage, Ellie Reed and Aidan Cahill will form an integral part of the team, we look forward to watching their careers progress.

European Team Reshuffle

Europe has suffered from significant storms this year with significant flooding in Italy and Spain. As a result, a number of our growing team, Debbie Crosti, Tim Richardson, Hannah Norris, Katie Norris, Ellie Reed and Jake Fage, are now dedicated to European claims.

The inaugural Real Estate European conference took place in London earlier this year and was attended by over 50 real estate professionals. The day saw discussions on topics such as the risks European investors face, local legislation and the movement of property managers, and the impact on claim lifecycles.

This event will be back for 2024, so look out for further details.

Stepping into Christmas

To finish the year with a bang, we hosted our first ever McLarens Real Estate Christmas client reception in our newly refurbished London office.

It was a fabulous opportunity to thank our clients, over 80 of them, for their support during what has been an extremely busy year. Roll on 2024!

This event will be back for 2024, so look out for further details.



10 Questions with ...

KAREN HUME
Operations and Client Relationship Manager

Q1 - How long have you been working at McLarens and what is your role?

A - I've been with McLarens for 20 months now and work as Operations and Client Relationship Manager in our Real Estate team.

Q2 - If you could do another job for 1 day, what would it be?

A -England netball coach.

Q3 - If you could invite four famous people (dead or alive) to dinner, who would you choose?

A - Peter Andre, Micheal Jackson, Tom Cruise and Henry VIII.

Q4 - If you were stranded on a desert island, what three things would you miss?

A - Netball, my three cats and potatoes.

Q5 - If you won the lottery tomorrow, what would you do?

A - Travel the world on loop.

Q6 - What is the first record you ever bought?

A - Making your mind up by Bucks Fizz.

Q7 - What job did you want to do when you were growing up?

A - School teacher

Q8 - What is your favourite book/film?

A - Charlie and the Chocolate Factory.

Q9 - What is your favourite holiday destination/type of holiday?

A - Cruise or beach, but always in the sunshine.

Q10 - What would be your last meal on earth?

A - I'd start with a prawn cocktail, follow up with a roast dinner (trio of meats/extra crackling) and then finish off with apple crumble and custard.



Market Insights

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



Click on the links to find out more.

Managing water damage costs for local authorities

In an era of increasing financial constraints, local authorities and affordable housing providers are facing significant challenges in managing their budgets effectively. One of the emerging financial burdens on these organisations is the rising cost of water damage claims. Discover the issues and see how local authorities can respond.



Read more here

Heightened fraud risk amid weather-related events

The industry must be aware of heightened fraud risk amid a slew of weather-related events in the UK & Ireland. Brendan Gillooly, Head of Investigation, warns insurance and claims professionals to be vigilant as fraudsters look to take advantage of recent surge events.



Read more here

Did you miss...



(Click on the titles to view article)

Post 6th November 2023

Brendan Gillooly discusses the heightened fraud risk amid weather related events

McLarens Highlights Heightened Fraud Risk Amid Weather-Related Events - McLarens

Post 16th November 2023

Alecto joins the McLarens family

McLarens Form Strategic Alliance with Leading Belgian Firm - McLarens

Post 4th December 2023

McLarens forms alliance with Turkish loss adjuster

McLarens forms alliance with Turkish loss adjuster - Commercial Risk

Post 13th December 2023

Alex Heldth comments appear in the Insurance Post's festive roundup

How insurers secure a place on Santa's nice list - Insurance Post

Post 18th September 2023

Steven Wallace, Managing Director of McLarens UK & EMEA, is elected CILA President

CILA names new president | Insurance Business UK

Post 31st August 2023

Lynn Wickett comments on support service for vulnerable customers

Vulnerable customers - Support service

Post 25th September 2023

Kim Alcock fighting for a more fair world

Post 13th October 2023

Rebecca Webster leads McLarens aim in the hospitality sector

McLarens aims to become the go-to adjuster for hospitality claims