



London
International

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McLarens London International Network

At McLarens, we have a passionate belief in quality loss adjusting, claims management and account handling. To provide you with quality services, we focus on the key elements of loss adjusting: people, communication and prompt, cost-effective resolutions.

Our team of highly qualified adjusters understand the expectations of insurers, brokers and policyholders. They draw upon their considerable claims experience and technical knowledge to deliver creative solutions.

London International Hub

The strength of our global network is supported by a local presence, at all times led by UK specialist international experts, deeply skilled at managing international major and complex assignments. Our London International Hub provides a dedicated focus delivering to the UK market, drawing where needed on our broad range of local and global specialists across multiple disciplines and sectors.

Local Expertise

A global network gives us the ability to service the international marketplace, responding quickly to local market conditions and building on local client relationships. Our international teams understand the intricacies of dealing with London based reinsurers and the need to establish clear lines of communication with our UK and Ireland based international adjusters.

Global network

International
adjusting experts

London
International Hub

Dedicated co-ordinator

Supported by specialists



Our Expertise

Our Services

From the largest, most complex losses and environmental disasters, to daily claims; McLarens provides market-leading international expertise to meet your needs anywhere in the world. With extensive experience in claims handling from cradle to grave, McLarens offers a comprehensive range of services:

- International Loss Adjusting
- 'Run-off' Management
- Account Management for schemes, corporate accounts and key policyholders
- Business Interruption Assistance
- Third-Party Administration (TPA)

Industry Sectors

- Agriculture & Aquaculture
- Aviation*
- Construction & Engineering
- Healthcare
- Hospitality
- Manufacturing
- Marine
- Media & entertainment
- Mining
- Natural Resources*
- Ports & Terminals
- Private Clients & Estates

- Public Sector
- Real Estate
- Recycling
- Retail & Wholesale
- Technology
- Utilities
- * Managed in conjunction with LWI and McLarens Aviation

Technology and Innovation

McLarens is a champion of innovation and invests heavily in IT infrastructure. The McLarens One online claims handling system provides business continuity through the toughest of catastrophes and surges in caseload.

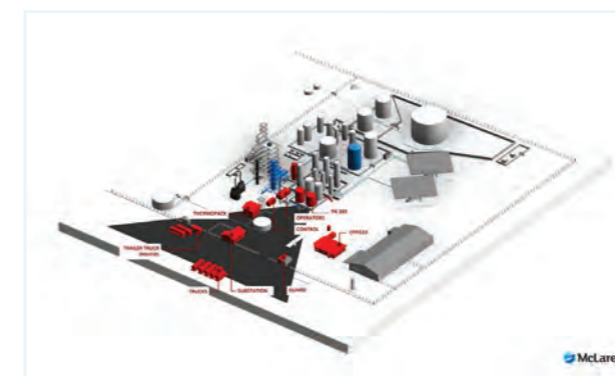
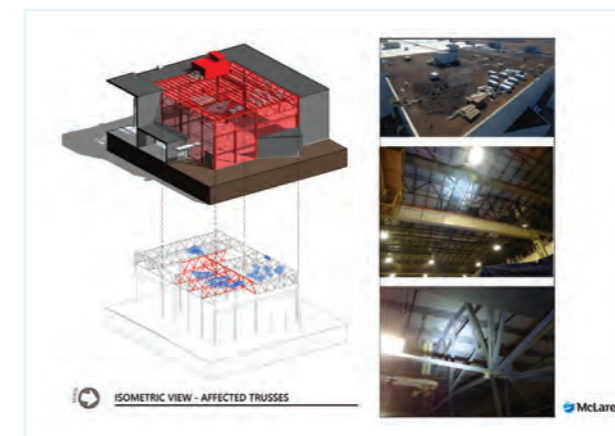
Our hardware, software and data storage systems are consistent globally. We partner with industry-leading and reputable cloud storage providers to allow our adjusters and support staff to access data and operate anytime, anywhere whilst staying GDPR compliant.

Using advanced business intelligence software and in-house data programming, McLarens can provide added value services such as custom bordereaux, statistical analysis and data visualisations.

McLarens Information Modelling (MIM)

Through expertise in Building Information Modelling (BIM), our drafters use specialist software to model illustrative drawings, ranging from highly technical structural drawings to more general illustrative site plans, providing:

- Bespoke engineering drawings to assist understanding
- 3D modelling with scale drawings and simulated spread of incident
- Allows for remote quantum discussion



Claims Status Dashboard

The Claims Status Dashboard complements our current reporting packs for insurers, delivering an instant overview of any claim for the benefit of those in claims and underwriting.

- Gantt chart of significant milestones
- Financial overview and reserve erosion
- Significant challenges e.g. underinsurance
- Current position of the claim
- Highlights media sensitivity, sum insured at risk, environmental risk and recovery potential





Gareth Bowers MBA
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Gareth is a seasoned insurance professional with over 35 years of experience in the industry. He has held various senior positions in property adjusting, major loss, fraud and TPA/Desk delivery.

Notable assignments include:

- Fire and revenue loss at a substantial waste recycling plant
- Hurricane damage to luxury hotels in the Caribbean
- Led teams responding to NZ Earthquakes and Thailand flooding
- Fire and revenue losses for a Global manufacturing plant



Monika Szczesna Cert CII
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Monika has over 14 years' experience in business management, leadership, staff training and customer service orientation/customer relationship management. She works closely with directors and managers to support internal operations and marketing efforts across the group.



Nigel Colwell ACII
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Nigel is an accomplished adjuster with over three decades of experience in the industry. He has handled global property, Major catastrophe response, business interruption and liability claims across the world.

Notable assignments include:

- Revenue claim of various hotels across Paris
- Fire and revenue claim at a battery recycling plant in UK
- Fire loss in a manufacturing plant
- Earthquake damage, Mexico



Dave Watts ACII ACILA
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Dave is a loss adjuster with over 30 years' experience in handling major and complex claims in various sectors and regions. His vast experience includes natural disasters, terrorist attacks, Ports and Terminals and large-scale fires.

Notable assignments include:

- Substantial Marine Impact claim under Ports and Terminal Account
- Civil war claim, Cement Factory, Libya
- Hurricane damage
- Complicated fire with various interests in Bermuda



Tim Cramer-Todd
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FUEDI-ELAE
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Tim is a loss adjuster with over 30 years of experience in the insurance industry, specialising in complex claims involving property damage, business interruption, natural disasters, cyber-attacks and liability.

Notable assignments include:

- Steel plant, Egypt
- Chemical plant, Belgium
- Hurricane damage
- Commercial property fire and Business Interruption
- Political Violence claims, Middle East



David Booroff
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David is a loss adjuster with a long and diverse career in the insurance industry. He has held various positions in insurers, loss adjusting, management, and brokers, and has served as the president of the Northampton Chartered Insurance Institute.

Notable assignments include:

- Hurricane damage luxury hotel
- Substantial fire in the retail sector – Sint Maarten/Antigua
- Ports & Terminal crane damage St Kitts
- Hurricane damage CAR claim Construction and Engineering Sector

London International Hub Claims Process

Our dedicated London International Hub will help to effectively manage the claims process with our comprehensive range of services. Our global network will provide you with a team of international adjusting experts.



**Dedicated
Coordinator**



**Global
Network**



**International
Adjusting Experts**



**Specialists
Support**

We provide you with a dedicated coordinator who will act as your single point of contact for all claims-related needs, streamlining the claims process. Our highly experienced adjusters and claims team are supported by in house specialists and act as an extension of your risk management team, helping you to manage claims and reduce reserves.

Notification of Loss



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Contact



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