

March 2024

McLarens People

Sharing news from McLarens UK & Ireland with colleagues and clients



Carbon Trading, are you at a loss?

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Welcome

The succession of winter storms generated an exceptionally busy first couple of months of 2024 for new assignments and our teams once again responded brilliantly, maintaining our usual high service standards despite the surge in activity. Our Customer NPS continues to score in the 80's which truly world class.

In February we formally presented our McLarens Forensic Accounting Practice to the UK market with a breakfast launch and technical event in London. This is the culmination of much hard work in the development of our refreshed approach to Business Interruption and Forensic Accounting – led by our Practice Leader, Louise Butcher, we have fabulous team of accountants and analysts and a truly compelling market proposition.

In March our London International Hub was presented to the market - a coordinated and focussed approach to what has been traditionally termed as 'home foreign', led by a team of international adjusting experts working in tandem with our global resources.

And it was great to see McLarens Dispute Resolution offering up and running with a group of Bond Solon accredited subject

matter experts covering a range of specialist disciplines - this for me was an important investment as we see a growing demand for our specialist adjusters to act in an expert capacity.

Finally, it really is great to see the endless examples of McLarens CommUNITY in full flow across the UK and Ireland as our entire business steps up the pace on community and charity efforts. Insurance United Against Dementia, NI Air Ambulance, Laura Lynn & Pieta House to name but a few charities our people have supported in recent months – truly lovely to see!

As we race toward another year end, and the close of another hugely progressive growth year for the business, I would like to extend my sincere thanks to all our people for quite simply making it happen!

Please enjoy (and feel free to share) the latest edition of McLarens People...



Steven Wallace ACII FCILA
Managing Director

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Introducing Dispute Resolution

We're pleased to have launched a [Dispute Resolution](#) offering in the UK & Ireland to provide expert witness and advisory services within insurance related disputes. The service will offer clients a team of professionally qualified and accredited expert witnesses who specialise in the quantification of loss and damage, across a range of dispute resolution forums.

McLarens Dispute Resolution brings together a leading range of multi-disciplinary experts, with a unique breadth of experience and knowledge across complex, commercial and specialty markets.

Areas of expertise include property and casualty; business interruption and forensic accounting; insurance policy interpretation and coverage; buildings defects, disputes and costs assessments; forensic cause and origin determination; fire engineering and building performance investigation; and loss mitigation and conservation. Key sectors include aviation, agriculture, cyber and technology, construction, natural resources.

The offering will be led by [Kieran Gallagher](#), Executive Director at McLarens.



Not all heroes wear capes!

Our very own Superman, [Feargal Bracken](#) from the McLarens team in Ireland, together with his brother Mick, completed an astonishing feat this winter.

The brothers swam in all 18 coastal counties of Ireland, while gathering donations for two charities close to their hearts, Laura Lynn children's hospice and Pieta House for suicide prevention.

The two became local celebrities, with members of various swimming clubs coming out to join them along the way. When speaking to the Leinster Express, Feargal said "We would like to thank all those who donated to date, and those who offered their kind words and well wishes along the way."

The Bracken Brothers have raised over €12,000 so far, but the fundraising lines are still open, please donate if you wish [here](#).

London International Hub launch

On 21st March, McLarens officially launched [London International](#), further enhancing our proposition to the London and large corporate market. The proposition aims to leverage McLarens' position in the insurance sector and its global reach through The London International Hub. This new hub is poised to enhance efficiency, streamline processes, and provide a platform for our clients in the field of major and complex loss adjusting.

London International will be led by [Gareth Bowers](#) and assisted by [Monika Szczesna](#) who will be the focal point for coordination for all claims-related needs and collaboration with our loss adjusters.

The launch event brought together brokers and insurers who specialise in major and complex claims with McLarens. This networking session and technical discussion highlighted the opportunities that London International offers to the industry and seeks to expand our global offering.



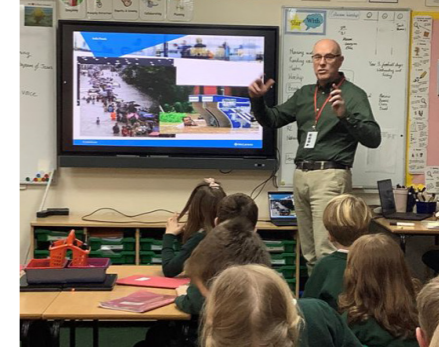
Inspiring the next generation

[Gareth Bowers](#) Head of Major Loss, UK&I, recently spent his Day of Service at West Haddon Primary School.

Gareth thoroughly enjoyed this day volunteering at school, taking the opportunity to hold an interactive session on Natural Catastrophes. To his pleasant surprise, the students were very engaged during the session, listened attentively, and peppered him with curious questions, ranging from "What's the strongest wind you have ever been in?" to "How many people were in that building?"

Both Gareth and the students had a brilliant session, with particular excitement over a live replay of New Zealand Quakemap - February 2011!

Thank you for using your Day of Service to educate and inspire the next generation of loss adjusters, Gareth!



Insurance Institute of Northern Ireland annual dinner

We kicked off 2024 with our Belfast Team attending the Insurance Institute of Northern Ireland (IINI) annual dinner at the Culloden Hotel, Belfast. This event is, by longstanding tradition, one of the first institute dinners on the calendar and is always held on the 2nd Friday in January, when it has been known to have snow on the ground as local members and their guests arrive in their finery...but fortunately not this year!

We have been attending the dinner since McLarens first opened our Belfast Office in 2008 and we have two past Presidents of the institute among our ranks in [Steven Wallace](#) and [Brian Gibson](#).

It was a great night and the event certainly lived up to its well-earned reputation of being among the friendliest and liveliest of the year, with this year's after-dinner entertainment line-up including a brilliant performance from Westend and Broadway star Rachel Tucker, setting the scene and tempo for the evening.



BIBA annual dinner

On 14th March we hosted a table at the BIBA Greater Manchester & West Pennines Annual Dinner. As outgoing Chair, Hannah Ebbitt-Ngang recapped on all her activities this last year, specifically around Women in Broking.

The speaker for the evening was Jo Salter MBE, the first ever female fighter pilot. She was an absolute inspiration and it was fascinating to hear all about her adventures in various high speed aircraft and the challenges that being one of the only women in that role brought with it. Our guests for the evening were from Vista Insurance Brokers, Broadway Insurance Brokers and Reserv.



Cork Annual Insurance Institute Dinner – Centenary Year!

On the 26th of January, the Insurance Institute of Cork hosted its annual dinner at the Clayton Sliversprings Hotel. The night was filled with celebrations as not only is it the centenary year of the Cork Institute, but [Glenn Goggin](#), Managing Director of McLarens Ireland, is the Institute President during this historic year.

Attendance was strong, with over 400 guests, among whom were the Tánaiste Micheál Martin, Minister of Finance Michael McGrath, Minister for Enterprise, Trade and Employment Simon Coveney, Lord Mayor of Cork City Kieran McCarthy, III presidents, past IIC presidents.

Many of the McLarens Ireland team were in attendance along with their invited guests including BHSI, TUE, Citynet, Bishopsgate, Ascot and Amtrust.

It was a great night and the event certainly lived up to its well-earned reputation.



Focus on Forensic Accounting

It's my pleasure to welcome [Richard Parkinson](#) to the Forensic Accounting team, he has joined McLarens from MDD with a background in property claims and business interruption. Richard also has experience in Delayed Start Up, Personal Injury and Product Recall and has acted as an expert witness on several occasions.

2023 saw a significant increase in the scope of work the team are doing, partnering with Construction and Casualty to deliver a seamless team approach.

The first of our BI technical briefings took place in London in February, and another followed in Manchester in March. April's session will see us head to Birmingham to cover hot topics such as the under-insurance gap and carbon credit trading.

We are now accredited to train for the ACA qualification as part of the Institute of Chartered Accountants in England and Wales and will be looking to recruit in this space in the coming months if you know of anyone with a keen appetite for a career in accountancy at McLarens.

We're always happy to provide Basic BI training to your teams, so please get in touch to schedule this.

On a personal note, I have gained the CUBS Expert Witness joining five colleagues to make up the Dispute Resolution team, as detailed above. Look out for more members of the Forensic Accounting team who will join too.



Louise Butcher
Head of Forensic Accounting



10 Questions with ...

OWEN TUCK
Associate – Forensic Accounting

Q1 - How long have you been working at McLarens?

A - Almost a year.

Q2 - If you could invite four famous people (dead or alive) to dinner, who would you choose?

A - Jesus, The Buddha, Mohammed and Moses - I'd love to see what they agree on.

Q3 - If you had a time machine, which period of history would you visit and what would you change?

A - I'd go to 1483 and find out what really happened to the Princes in the Tower.

Q4 - If you won the lottery tomorrow, what would you do?

A - Move back to Japan and run a ski lodge.

Q5 - What can you see from your window?

A - Roadworks. Endless, endless roadworks.

Q6 - What is the first record you ever bought?

A - Hungry like the Wolf by Duran Duran.

Q7 - What is your claim to fame/party trick?

A - I've performed at Ronnie Scott's Jazz Club and the Edinburgh Fringe Festival.

Q8 - What is your favourite book/film?

A - Dune (1965).

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

A - Something sunny and beachy, but with a few good ruins to visit.

Q10 - What job did you want to do when you were growing up?

A - A voice actor.



Market Insights

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



Click on the links to find out more.

Carbon Trading, are you at a loss?

Navigating carbon trading: implications for insurance claims

As carbon trading continues to gather pace in the EU and more broadly, these fast growing markets can impact insurance claims, particularly around property and business interruption. Yet it is a complex area. From reduced carbon emissions, which can lead to surplus credits that can be sold as a mitigation strategy, to complexities around quantifying and valuing these credits, considering the carbon market's volatility, there are several factors at play. So, what are the key considerations from an insurance perspective, both at the inception of a policy and when a loss occurs?



Read full article here

Valentines Day and high-net worth insurance

With countless examples of manufacturers doubling the price of particular handbags in recent years, Stephen Wilkinson, head of risk management south for Aviva Private Clients, said it is vital.



Read full article here

Did you miss...



(Click on the titles to view article)

Post 13th Dec 2023

What sent Aviation claims soaring?

John Bayley, regional director for Europe at McLarens Aviation, examines how inflation plus new materials used to manufacture planes have resulted in the cost of aviation claims soaring.

Post 19th Dec 2023

McLarens features in the Insurance Post claims and legal review of the year.

Looking back at 2023, law firms and claims professionals reflect on how double digit inflation hit the sector and look forward to artificial intelligence speeding-up administration in 2024.

Post 10th Jan 2024

New year, new shape of the City.

As Lloyd's stays put in Lime Street and Aviva kicks off 2024 in a new City HQ, Emma Ann Hughes examines how insurers are reshaping the square footage they occupy in the Square Mile.

Post 15th Jan 2024

Conservation Specialist Lisa Usman describes her day in the life.

Lisa Usman, adjuster and conservation specialist at McLarens, helps a museum hit by a storm, tackles broken glass, tries to save soaked photographs, and meets with restorers.

Post 30th Jan 2024

Gordon Winstanley tells Local Gov how risk managers are scrutinising their approach to risk.

Local authorities are scrutinising their approach to risk in light of the difficult economic conditions. Gordon Winstanley, Public Sector Lead at McLarens, looks at the possible implications.

Post 12th Feb 2024

Head of Real Estate, Vicky Jewell talks to Insurance Post about the cost implications of hidden plastic pipework.

Analysis of more than 3000 escape of water claims by McLarens found that "trace and access" cover was required in more than half of all claims (51%).

Post 6th March 2024

Kim Alcock joins the conversation on International

Woman's Day Ahead of International Women's Day (8 March), Insurance Post Editor Emma Ann Hughes examines how glass ceilings in insurance are being smashed and whether presenteeism rearing its ugly head could stunt further female progress in the industry.

Post 13th March 2024

Gordon Winstanley speaks about UK local authorities and how they're rethinking their approach to insurance.

Local authorities are reassessing their risks, however, an increased focus on self-insurance creates new exposures to manage, says Gordon Winstanley, public sector lead at McLarens.

Post 15th March 2024

McLarens launches Entertainment & Contingency proposition in the UK and Ireland

Global claims services provider McLarens has launched an entertainment and contingency proposition in the UK & Ireland following the recruitment of a team of senior specialists.

Post 20th March 2024

How cyber insurance is changing Nigel Collins, McLarens UK&I Cyber, Technology and Engineering Lead joins this Insurance Post podcast.