



# McLarens | Asia

Capabilities



McLarens

# Quality is at the heart of McLarens

McLarens is trusted by clients worldwide to deliver the best in claims management, from loss adjusting and auditing services to pre-risk and damage surveying. Throughout our extensive global presence, our reputation for quality is built on the expertise and local knowledge of our stable teams of loss adjusters, each directed by market leading figures.

## Local Expertise

McLarens service locations in Asia are strategically located to respond rapidly to clients' instructions at any time. With the resources of its integrated global network, McLarens is committed to providing quality services to local insurance markets and its customers, Reinsurers, and Markets. We have experience and technical expertise in each of our specialties, with a combination of local and regional specialists managing complex losses, whether these involve Machinery Breakdown, Engineering, Power & Energy, Construction & Erection All Risks, dedicated forensic accountants specialising in Business Interruption and Delay in Start Up, and Specialty Financial Lines.

## 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





# Our Global Reach



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\*
- Romania\*
- 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\*
- Turkey\*
- United Arab Emirates
- Yemen\*

## UK & Ireland

- Ireland
- United Kingdom

## USA & Canada

- Canada
- USA

# Asia Country Management



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## Asia Resources

In total, **391** employees in  
**38** offices in **13** countries.

**CHINA** 44 Employees | 9 Offices

**HONG KONG** 33 Employees | 1 Office

**INDIA** 77 Employees | 11 Offices

**INDONESIA** 56 Employees | 2 Offices

**JAPAN** 3 Employees | 1 Office

**MALAYSIA** 17 Employees | 3 Offices

**MYANMAR** 2 Employees | 1 Office

**PHILIPPINES** 23 Employees | 2 Offices

**SINGAPORE** 19 Employees | 1 Office

**SOUTH KOREA** 13 Employees | 1 Office

**TAIWAN** 20 Employees | 2 Offices

**THAILAND** 58 Employees | 1 Office

**VIETNAM** 12 Employees | 2 Offices

**ASIA SPECIALTIES** 14 Employees | 1 Office





## Core Competencies

### Claims Management

- Property
- Casualty
- Catastrophe Response
- Crisis Management Response

### Forensic Accounting

#### Risk Management

- Asset Management
- Risk Services Consulting

- Accurate Loss Valuation
- Business Interruption Mitigation
- CAT Response
- Complex Loss Management
- Customised Claims Bordereaux
- Customised Loss Reports
- Financial Analysis
- International Relationships
- International Resolution Teams
- Investigation and Quantum Review
- Loss Mitigation
- Loss Prevention Recommendations
- Mediation/Settlement
- Pre-risk Planning
- Recovery/Subrogation
- Risk Management Surveys
- Salvage Management

## Specialties





## Core Competencies

Our core competencies include claims management, environmental services, 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:** Quite simply, 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.

### Property

McLarens and our predecessor companies have a long tradition of professional property loss adjusting dating to 1931 in Scotland.

We have a rich tradition of property loss adjusting. Today, our experienced, proactive adjusters manage all types of property claims, with particularly strong knowledge of:

- Hospitality
- Airport
- Builder's Risk
- Real Estate

- Retail
- Manufacturing
- Municipalities and Education
- Healthcare
- Technology
- General Commercial Property
- Global and Regional Accounts

### Casualty

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

Our specialist expertise covers:

- General Liability
- Employers' and Contractors' Liability
- Professional Indemnity
- Environmental Liability
- Construction Defect
- Public Entity Liability
- Event Liability
- Aviation Liability
- Protection and 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.

## McLarens Specialty Overview

McLarens offices are all able to deal with standard Property and Casualty risks. In respect of specific expertise in specialist areas our adjusters have the following knowledge and skills:

### Aviation

Our global aviation team is the world's leading provider of claims services to the aviation industry. In addition, we provide asset, risk management and aircraft technical services.

Quality is at the heart of McLarens. Managing in excess of 5,000 assignments each year, our experienced aviation professionals deliver an unparalleled service – providing seamless, comprehensive and independent solutions to the aviation insurance market, light aircraft and commercial aircraft operators, lessors, and financial institutions. With offices around the world, we have the global reach and the local presence to rapidly respond to the needs of our clients in all areas of the aviation industry and offer them unmatched credibility and assurance.

### Construction & Engineering

McLarens Construction & Engineering Group supports a sub-set of traditional property

adjusting where the size, location or complexity of a loss calls for special capabilities or skills.

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

- Construction & Erection Risks
- 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 global claims services network has a long-standing reputation managing and adjusting 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 potent 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
- Pre-risk planning, including risk management surveys

## 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

## Marine & Transportation

McLarens has provided specialized global marine and other cargo services dating back to 1931. We have a long-standing reputation as global marine and transportation specialists.

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 and manufacturer.

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

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

## Commercial Property

Our experienced Commercial Property loss adjusters manage all types and severity of Commercial Property claims.

Our service goes far beyond simply valuing losses. We understand that a property loss very often has serious commercial consequences. Our adjusters will get straight to work to mitigate the loss, rapidly return assets to operational use and potentially achieve large cost savings for insured and insurer alike.

Our Property Loss Management program covers:

- Reliable loss valuation
- Efficient loss mitigation
- Business interruption assistance
- Multiple adjusters assigned to a single-incident major loss

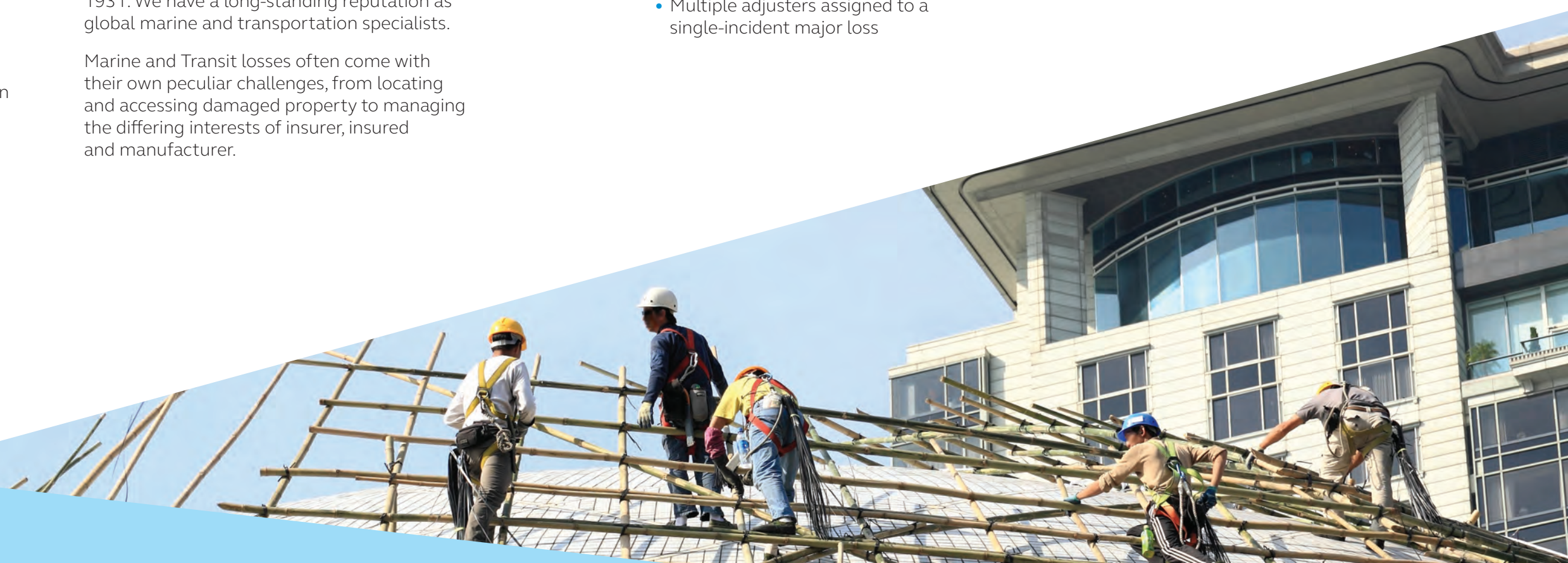
- International resolution teams
- Integrated subrogation support
- Accountants and legal counsel

## 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.







## Connect

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