

McLarens Subsidence

At McLarens we pride ourselves on delivering quality service and we are evolving our subsidence product to ease the pinch points often seen with claims pursued under this peril.

Our objective is to combine a fresh approach with our trusted expertise to create a comprehensive claims solution bespoke to the type of claim and customer, delivering exceptional service levels to all stakeholders.

Our dedicated Subsidence team, focussed on Commercial and Speciality claims will deliver an Adjuster led claims journey, providing a single point of contact and qualified

technical expertise, with an in-depth understanding of the impact these claims have on the property owner, including vulnerable customers.

Our in-house Project Managed service, tailored to each individual claim will ensure effective investigation and mitigation, management of lifecycle and deliver cost efficiencies.

We will utilise specialist suppliers when appropriate and will provide a quality contractor network fulfillment facility via a market first exclusive partnership.

Tailored claim solutions

Our Adjuster Surveyors will visit every loss and route the claim to the most effective handling method:

	Streamlined Customer & private third party mitigation	Complex Local authority & commercial third party mitigation	Expert Bespoke, listed or intricate structures, technical engineering, major loss, landslip & sinkholes
Adjuster led control & decisions	Adjuster project managed	Adjuster project managed	Adjuster and external consultant managed
Investigations & monitoring	Exception	Controlled	Customised
Mitigation management	Adjuster	Specialist	Customised
Lifecycle	Reduced	Reduced	Reduced
Cost management	Guaranteed	Guaranteed	Guaranteed

Fulfilment – Comprehensive adjuster led and controlled repair service options are available including:

- Exclusive quality contractor network
- Specialist substructure suppliers
- Scheduling & tendering

Excellence at every level

We cater for all aspects of your commercial and speciality claims portfolio, embracing technology, innovation, empathy and professionalism:



Commercial Property – A technical Adjuster led in-house project managed claim journey, visiting every new claim with pro-active ownership, a comprehensive repair journey and controlled alternative accommodation.



Public Sector – Enhanced service including sub-deductible losses, disrepair claim fast-tracking, non-insured investigation and fulfilment, property defect consultants, tree root liability claims and tenant interaction.



High Net Worth – A bespoke option for your high net worth customers allowing them to tailor their claim journey to their individual requirements, combined with our superior service.



Tailored Management Information – Unique data insight incorporating multiple aspects of the risk address, damage and causation, combined with exceptional levels of MI throughout the claim journey.



Real Estate – Property owners and buy-to-let landlord claims providing a digital communication journey when they are remote from the risk property, enhanced communication to all stakeholders and direct tenant collaboration.



Repudiation Plus – Providing a unique link to our consulting engineer sister company for detailed investigation and fulfilment options to support and enhance your customer claims experience outside of policy cover.



Specialised Services – Further support providing material damage claim recoveries, tree root liability claims and our client assistance hub, which provides audit, review, interpretation, resolutions and advice.



Resilience & Sustainability – Providing a focused carbon-controlled service, with pioneering reporting and identification of the site resilience for its future sustainability.

If you would like to discuss your current requirements or to obtain further details of our services and range of expertise, then please contact:



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