



ALEX OTTER

GENERAL ADJUSTER

CONTACT

379 – 3381 Cambie Street
Vancouver
BC Canada V5Z 4R3
O: +1 (778) 668 4744
D: +1 647 556 2452
M: 604 360 0645
alex.otter@mclarens.com
mclarens.com

SPECIALTIES

Catastrophe Response
Property
Third Party Administration
Builder's Risk
Commercial Property
Construction & Engineering
Consumer Goods
Fine Arts & Jewelry
Heavy Equipment
Hospitality
Manufacturing
Municipalities
Real Estate
Retail

ADDITIONAL EXPERTISE

Business Interruption; Contractor's
Equipment & Liability; Equipment
Breakdown; Pollution Liability

BIOGRAPHY

Alex is a General Adjuster with nine years of experience handling high-value, complex claims across BC. Her career spans adjusting, brokering, restoration, and national account management, providing a full-cycle perspective on loss management and resolution. Alex is highly experienced in specialty risks, including complex commercial, industrial, municipal, builder's, and hospitality losses. Her expertise includes structural failures, catastrophic events, environmental and pollution exposures, total residential fire losses, and business interruption claims of varying complexity. She has a proven track record managing multimillion-dollar files in high-pressure environments and is known for her technical precision, strategic problem-solving, and steady leadership. Alex works closely with engineers, forensic accountants, legal counsel, and Lloyd's market partners to align stakeholders and deliver strong outcomes in complex, high-stakes situations.

NOTABLE ASSIGNMENTS

- Residential 80+ Unit Building (Strata Corp): Fire (total loss) – USD 25M
- Pizza Restaurant: Water – USD 1M (including business interruption, net coinsurance penalties)
- Landscaping Company: Fire – USD 1M (net coinsurance penalties & scheduled equipment limits)
- Assisted Living Facility: Water – USD 3M
- Church: Water – USD 2M
- Municipal Infrastructure: Flood – USD 30M
- Mixed Use Development (Builder): Water – USD 2M

INDUSTRY CERTIFICATION

- Adjuster Level 2 License, Insurance Council of British Columbia
- CAIB level 2, IBABC Vancouver
- IICRC Certifications in Water and Smoke / Odour Mitigation