



KENDRICK KOA

LOSS ADJUSTER

CONTACT

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SPECIALTIES

Catastrophe Response
Crisis Management Response
Property
Real Estate
Claims Management
Aviation Risk Management

ADDITIONAL EXPERTISE

Microbial remediation, odour control, concrete and structural drying, conflict resolution, risk and compliance oversight, and major loss project management.

INDUSTRY CERTIFICATION

- IICRC Professional certificate
- Australian Chartered Loss Adjuster (ACLA)
- Australian and New Zealand Institute of Insurance and Finance (ANZIIF)
- Senior Associate Certified Insurance Professional (CIP)
- Institute of Inspection Cleaning and Restoration Certification (IICRC) Professional

BIOGRAPHY

Kendrick Koa is a senior insurance and restoration professional with over 10 years' experience across loss adjusting, major loss project delivery, and operational leadership. He specialises in complex strata and commercial claims, with a strong ability to translate policy into clear, practical outcomes while coordinating multiple stakeholders including insurers, brokers, strata managers, and trades.

Kendrick has a proven track record delivering large-scale and multi-site restoration programs involving fire, flood, and mould losses. His expertise spans the full lifecycle of a claim, from assessment through to repair and reinstatement, ensuring accurate scoping, defensible costings, and timely project delivery. He is highly regarded for maintaining customer confidence in high-pressure environments through clear communication, transparency, and a solutions-focused approach.

In addition to his technical capabilities, Kendrick brings strong leadership and operational experience, including mentoring teams, improving processes, and driving efficiency across complex claims portfolios. His broader expertise includes microbial remediation, odour control, concrete and structural drying, conflict resolution, and risk and compliance oversight. Kendrick holds ANZIIF CIP and AICLA Associate designations, along with IICRC certifications in Water Damage Restoration, Applied Microbial Remediation, Odour Control, and Concrete and Structural Drying. He is known for his calm, outcome-focused leadership style and his ability to consistently deliver reliable results on high-value and sensitive claims.

NOTABLE ASSIGNMENTS

- Accidental – Chute Damage (AUD 250K)

QUALIFICATIONS

- Certificate 3 in Financial Services
- Master of Arts in Psychology
- Bachelor of Science in Psychology