



London
International

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McLarens London International Network

At McLarens, we have a passionate belief in quality loss adjusting, claims management and account handling. To provide you with quality services, we focus on the key elements of loss adjusting: people, communication and prompt, cost-effective resolutions.

Our team of highly qualified adjusters understand the expectations of insurers, brokers and policyholders. They draw upon their considerable claims experience and technical knowledge to deliver creative solutions.

London International Hub

McLarens London International comprises a London-based team of specialist international loss adjusters with broad sector expertise, handling complex loss assignments worldwide. Our London International hub provides insurer and broker clients with a dedicated focal point for global claims by coordinating new instructions, working closely with regional operations, and overseeing adjuster activity throughout each assignment.

Local Expertise

A global network gives us the ability to service the international marketplace, responding quickly to local market conditions and building on local client relationships. Our international teams understand the intricacies of dealing with London based reinsurers and the need to establish clear lines of communication with our UK and Ireland based international adjusters.

Global network

International
adjusting experts

London
International Hub

Dedicated co-ordinator

Supported by specialists



Our Expertise

Our Services

From the largest, most complex losses and environmental disasters, to daily claims; McLarens provides market-leading international expertise to meet your needs anywhere in the world. With extensive experience in claims handling from cradle to grave, McLarens offers a comprehensive range of services:

- International Loss Adjusting
- 'Run-off' Management
- Account Management for schemes, corporate accounts and key policyholders
- Business Interruption Assistance
- Third-Party Administration (TPA)

Industry Sectors

- Agriculture & Aquaculture
- Aviation*
- Construction & Engineering
- Healthcare
- Hospitality
- Manufacturing
- Marine
- Media & entertainment
- Mining
- Natural Resources*
- Ports & Terminals
- Private Clients & Estates

- Public Sector
- Real Estate
- Recycling
- Retail & Wholesale
- Technology
- Utilities
- * Managed in conjunction with LWI and McLarens Aviation

Technology and Innovation

McLarens is a champion of innovation and invests heavily in IT infrastructure. The McLarens One online claims handling system provides business continuity through the toughest of catastrophes and surges in caseload.

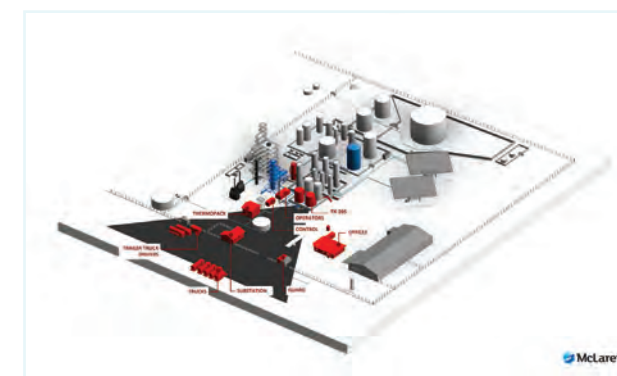
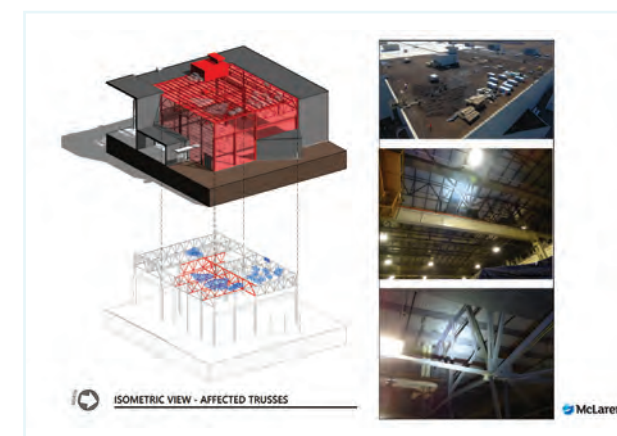
Our hardware, software and data storage systems are consistent globally. We partner with industry-leading and reputable cloud storage providers to allow our adjusters and support staff to access data and operate anytime, anywhere whilst staying GDPR compliant.

Using advanced business intelligence software and in-house data programming, McLarens can provide added value services such as custom bordereaux, statistical analysis and data visualisations.

McLarens Information Modelling (MIM)

Through expertise in Building Information Modelling (BIM), our drafters use specialist software to model illustrative drawings, ranging from highly technical structural drawings to more general illustrative site plans, providing:

- Bespoke engineering drawings to assist understanding
- 3D modelling with scale drawings and simulated spread of incident
- Allows for remote quantum discussion



Claims Status Dashboard

The Claims Status Dashboard complements our current reporting packs for insurers, delivering an instant overview of any claim for the benefit of those in claims and underwriting.

- Gantt chart of significant milestones
- Financial overview and reserve erosion
- Significant challenges e.g. underinsurance
- Current position of the claim
- Highlights media sensitivity, sum insured at risk, environmental risk and recovery potential





Alistair Jacob
HEAD OF LONDON INTERNATIONAL
 +44 (0)7867 784 223 | Mobile
 alistair.jacob@mclarens.com

Alistair is an industry expert with over 35 years of experience. He has extensive expertise in managing direct and reinsurance claims across various territories and product lines.

Notable assignments include:

- Catastrophe; Loss Adjustment and Project management of hurricane accounts
- CAR; Builders' Risk claims, Hydroelectric project in Ecuador and DSU
- Construction/CPE; losses in Middle East and Latin America



Nigel Colwell ACII
SENIOR EXECUTIVE ADJUSTER LONDON INTERNATIONAL
 +44 (0)7894 512 081 | Mobile
 nigel.colwell@mclarens.com

Nigel is an accomplished adjuster with over three decades of experience in the industry. He has handled global property, Major catastrophe response, business interruption and liability claims across the world.

Notable assignments include:

- Revenue claim of various hotels across Paris
- Fire and revenue claim at a battery recycling plant in UK
- Fire loss in a manufacturing plant
- Earthquake damage, Mexico



Tim Cramer-Todd LLB(Hons) ACII FCILA FUEDI-ELAE
SENIOR EXECUTIVE ADJUSTER LONDON INTERNATIONAL
 +44 (0)7500 063 132 | Mobile
 tim.cramer-todd@mclarens.com

Tim is a loss adjuster with over 30 years of experience in the insurance industry, specialising in complex claims involving property damage, business interruption, natural disasters, cyber-attacks and liability.

Notable assignments include:

- Steel plant, Egypt
- Chemical plant, Belgium
- Hurricane damage
- Commercial property fire and Business Interruption
- Political Violence claims, Middle East



Monika Szczesna Cert CII
COORDINATOR LONDON INTERNATIONAL
 +44 (0)7850 771 005 | Mobile
 monika.szczesna@mclarens.com

Monika has over 14 years' experience in business management, leadership, staff training and customer service orientation/customer relationship management. She works closely with directors and managers to support internal operations and marketing efforts across the group.



Dave Watts ACII ACILA
SENIOR EXECUTIVE ADJUSTER LONDON INTERNATIONAL
 +44 (0)7870 569 130 | Mobile
 dave.watts@mclarens.com

Dave is a loss adjuster with over 30 years' experience in handling major and complex claims in various sectors and regions. His vast experience includes natural disasters, terrorist attacks, Ports and Terminals and large-scale fires.

Notable assignments include:

- Substantial Marine Impact claim under Ports and Terminal Account
- Civil war claim, Cement Factory, Libya
- Hurricane damage
- Complicated fire with various interests in Bermuda



Kieran Curran
LOSS ADJUSTER
 +44 (0) 7391 390 429 | Mobile
 kieran.curran@mclarens.com

Kieran is mainly involved in First Party losses, handling a portfolio of UK and International assignments. Within London International, his responsibilities include commercial property, industrial risk and catastrophe response.

Notable assignments include:

- Domestic major loss, escape of water
- Extensive fire at student accommodation – Escape of Water from defect within City of London
- Fire at manufacturing plant in Sweden
- Political Violence claims within DRC

London International Hub Claims Process

Our dedicated London International Hub will help to effectively manage the claims process with our comprehensive range of services. Our global network will provide you with a team of international adjusting experts.



London International Hub



Dedicated Coordinator



Global Network



International Adjusting Experts



Specialists Support

We provide you with a dedicated coordinator who will act as your single point of contact for all claims-related needs, streamlining the claims process. Our highly experienced adjusters and claims team are supported by in house specialists and act as an extension of your risk management team, helping you to manage claims and reduce reserves.

Notification of Loss



+44 (0)20 3443 9195
Out of Hours: +44 (0)330 024 9955



londonInternational@mcLarens.com

Contact



londonInternational@mcLarens.com



mcLarens.com

Connect



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[@McLarensGlobal](#)

