



Claims Solutions Asia

Claim Preparation – From disaster to recovery

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A business of Marsh McLennan



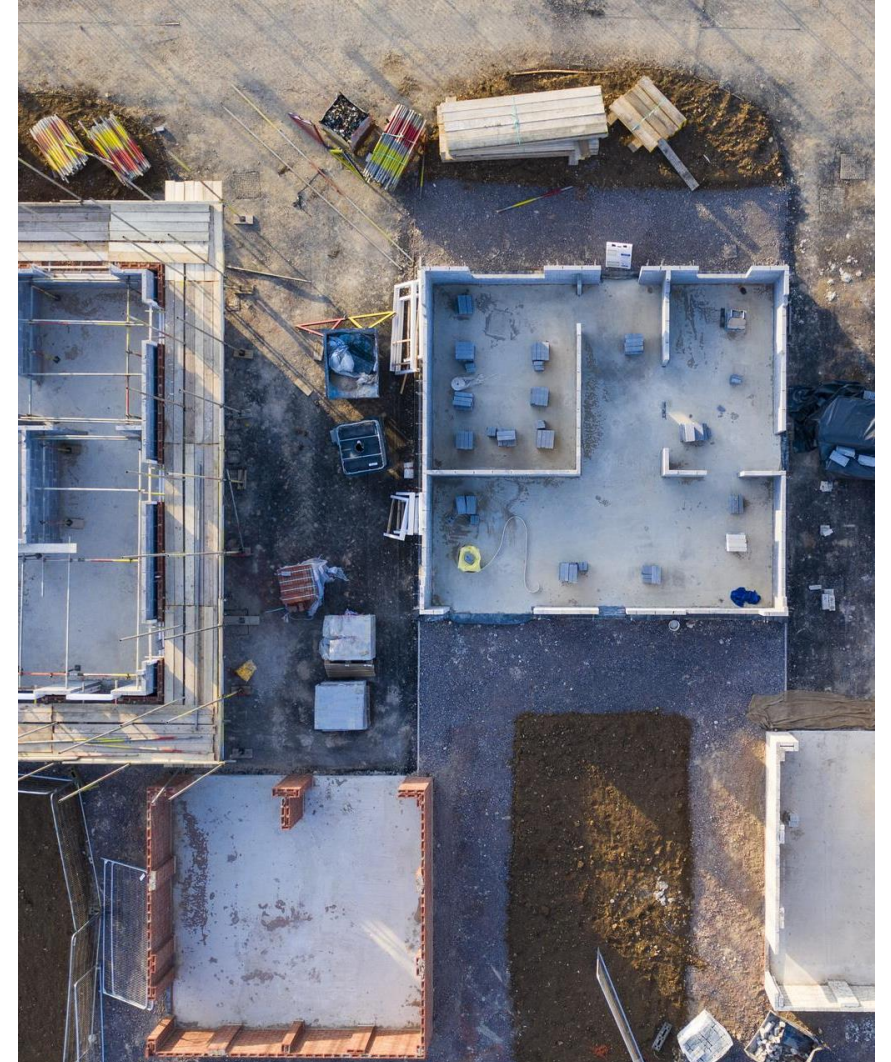
A major loss can cripple a business on many levels. Claims Solutions will maximise the financial recovery and minimise uncertainty by preparing your claim.

How quickly a business is able to recover from a catastrophic event will depend on the size and magnitude of the loss, as well as how effectively the business responds. This is where claims preparation is required.

Post-incident, your insurance company will engage a range of experts, such as a Loss Adjuster who will immediately request a significant amount of your time to document the loss.

The Loss Adjuster will interrogate your business and request for detailed and substantial information, from monthly financials to operational information.

Their objective is to ensure that they protect the interests of the insurance company and minimise the amount that is paid to your business.



What is claims preparation?

Your claim submission will be one of the key pieces of information requested by the Loss Adjuster. **It is often overlooked that your business, as the insured, is required to prepare and present your claim to the insurer.** This requirement is consistent across all types of claims, whether relating to property, product recall, cyber or construction. A typical claim preparation process for a property policy claim can include:

1. Analysing the insurance policy to confirm what cover is available so any claim is prepared consistent with the policy requirements.



2. Determining the extent of any property damage.



3. Collating quotes for the repair and replacement of any damaged insured property.



4. Preparing a list of all costs incurred in repairing any damaged property and collating all supporting invoices.



5. Reviewing detailed financial and operational information to determine, as closely as possible, how the business would have performed during the period of interruption.



6. Preparing detailed robust claim calculations presenting the Business Interruption loss to the Loss Adjuster including all assumptions relied upon.



7. Providing all calculations and supporting information to the Loss Adjuster to allow them to adjust the claim (normally downwards).



So who looks after your business' interests?

We help you manage and resolve claims more effectively. Here's how:

1 We identify the best method of settlement, according to your needs and the policy's provisions.

2 We optimise all strands of your claim by analysing the full breadth of your policy coverage.

3 We use financial modelling techniques to quantify Stock and Business Interruption losses.

4 We expertly prepare a robust claim with full supporting evidence, utilising necessary forensic expertise.

5 We negotiate with your insurers and their representatives to secure the best outcome for you.














Ultimately we **level the playing field** for businesses and ensure that they are supported with expertise that is comparable to, or better than, insurers and their appointed experts.

Our expertise



Claims preparation process

1.  Review Policy
2.  Initiate site visit
3.  Kick off meeting
4.  Request initial information
5.  Formulate initial estimate
6.  Analysis of data
7.  Present initial findings
8.  Prepare formal claim
9.  Review with Loss Adjuster
10.  Negotiate final claim
11.  Insured paid

About Marsh

Marsh is the world's leading insurance broker and risk advisor. With more than 45,000 colleagues advising clients in over 130 countries, Marsh serves commercial and individual clients with data-driven risk solutions and advisory services. Marsh is a business of Marsh McLennan (NYSE: MMC), the world's leading professional services firm in the areas of risk, strategy and people. With annual revenue of \$23 billion, Marsh McLennan helps clients navigate an increasingly dynamic and complex environment through four market-leading businesses: Marsh, Guy Carpenter, Mercer and Oliver Wyman. For more information, visit marsh.com, and follow us on LinkedIn and X.

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CASE STUDIES

Situation	Approach	Outcome
<p>China: Semi-Conductor Property Damage (PD) & Business Interruption (BI) claim</p> <p>A client in the semi-conductor industry in China suffered a major loss following an explosion.</p> <p>Claims Solutions was engaged to maximise settlement for the client under its insurance policy, and we assembled an experienced team to develop solutions for the client.</p>	<p>Main issues addressed included:</p> <ol style="list-style-type: none"> 1. Potential uninsured BI losses which were averted by a detailed Claims Solutions contract review; 2. Potential adjustments on BI claim due to insurers' forensic accountant having a different interpretation on client performance than reality; and 3. Potential non-recovery of PD losses due to the interrelationship between local standard procedures and global policy wordings. 	<p>Our involvement directly led to a settlement that was increased by over USD 500 million.</p> <p>Overall we achieved a settlement of over USD 850 million, which is the largest single claim ever settled in China.</p>
<p>Malaysia: Numerous PD/BI Claims resulting from Malaysia floods</p> <p>As a result of the significant flooding event in Malaysia in December 2021, many clients suffered substantial losses.</p> <p>We were engaged by 10+ clients to prepare claims totaling in excess of USD 50 million.</p>	<p>Main issues addressed included:</p> <ol style="list-style-type: none"> 1. Managing client expectations due to the issues that arise from having such a large natural catastrophe event including insurer and Loss Adjuster response times. 2. Liaison with numerous clients to provide the necessary guidance on what information to provide in order to maximize their recovery; and 3. Preparing complex models for PD, Stock and BI claims for numerous clients with claims ranging from USD 1m to USD 5m. 	<p>Most claims were settled within one year of the event with all clients achieving results in excess of their expectations.</p>

CASE STUDIES

Situation	Approach	Outcome
<p>Asia: Terrorism Claim - PD & BI</p> <p>A hotel in Asia was targeted by a terrorism bombing attack in 2019 causing substantial PD and lead to significant BI.</p> <p>Claims Solutions was engaged to assist in the preparation of the PD and BI claim.</p>	<p>Main issues addressed included:</p> <ol style="list-style-type: none"> 1. The client did not want to reinstate the damaged property in a like for like manner. Therefore, agreement had to be reached with insurers on what the like for like reinstatement cost was. A detailed analysis of the PD claim was required; 2. In addition to the reinstatement cost, the agreed reinstatement timeframe which forms the basis of the Indemnity Period also needed to be agreed with insurers requiring negotiation; and 3. Due to the terrorism incident, wide area damage was a significant issue for the BI claim with insurers taking a very different position to us. 	<p>We achieved a PD settlement which was >20% in excess of the loss adjusters initial position. This was in line with our clients expectations.</p> <p>We agreed with insurers an Indemnity Period which was one month in excess of the clients expectations.</p> <p>Through many negotiations we managed to agree a BI settlement which was more than double the loss adjusters initial position.</p>



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