



The Insurance
Institute of London
Chartered Insurance Institute

Continuing Professional Development Certificate

Crisis - Managing a Major UK Liability Event

Date: Tuesday 02 April 2019

Time: 1.10pm - 1.55pm

Speaker:

George Gough

Director, Casualty Specialist & International Risks, Crawford & Co

In this IIL lecture George Gough discussed the issues affecting a claims handler when dealing with a major liability loss. Thankfully, a major incident resulting in significant damage or loss of life does not occur often. When it does, Insurers were usually involved from the outset and both they and their adjusters must have a carefully planned strategy for how to respond. Decisions taken early in the process can have lasting effects. In this lecture, George explored strategies for the investigation and handling of such claims and the pitfalls that can arise.

By the end of this lecture, members would have gained an insight into:

- How to approach the investigation and respond to events
- Managing quantum and Insurer reserves
- Avoiding the mistakes of the past.



This lecture or podcast can be included as part of your CPD requirement should you consider it relevant to your professional development needs. It is recommended that you keep any evidence of the CPD activity you have completed and upload copies to the recording tool as the CII may ask to see this if your record is selected for review.

CII CPD event accredited - demonstrates the quality of an event and that it meets CII member CPD scheme requirements.