



**Insurance Institute of the Isle of Man –
Regulatory Update**

**GAB Robins UK Limited
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Presentation Date: 13 November 2014

Key Issues and Relationships

- ❑ Growing relationships with brokers
 - Engagement with Broker networks
 - Update Brokers regarding claims progress
 - Issues arising re reference to breach of warranties / endorsements noted at the time of the first visit

- ❑ Communication with local authorities
 - GAB Robins is a market leader in relationships with local authorities
 - Direct nomination
 - Zurich as preferred Insurer
 - Relationship with Isle of Man Authorities

Change in Market Emphasis

- ❑ Direct instruction to network contractors and suppliers
 - Direct appointment by local authorities
 - Direct appointment by Insurers
 - Direct instruction by Brokers

Change in Market Emphasis

- ❑ Direct appointment of restoration companies
 - Involvement in drying process
 - Claims listings of damaged contents items
 - Decontamination
 - Working relationship with contractors/suppliers on the island

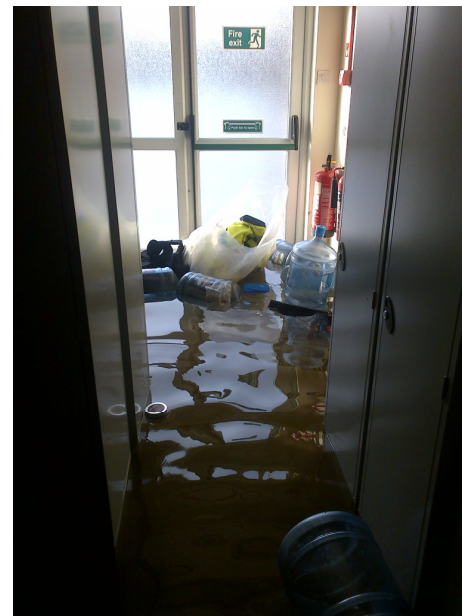
Change in Market Emphasis

- ❑ Insurers dealing with smaller claims in house
 - Usage of supplier chain networks
 - Direct appointment of network contractors to progress remedial works from start to finish (without the involvement of adjusters)
 - Deal with smaller value claims
 - Greater emphasis in claim settlement by Broker partners

Claims Experience / Successes

❑ December 2013 floods

- Corrosive nature of sea water
- Specialist nature of decontamination process
- Liaising with landlord and tenant regarding suitable method of reinstatement



Claims Experience / Successes

- ❑ January 2014 floods
 - Access issues
 - Difficulty of drying and strip out
 - Reinstatement
 - Future risk management



Claims Experience / Successes

❑ Flooding in high density housing

- Accessibility
- Liaising with emergency services
- Liaising with multiple affected residents
- Emergency measures to elevate upheaval
- Direct appointment of contactors from out network provider
- Regular contact with the residents to update them on developments
- Attending forums
- Liaising with local authorities / utility company
- Liaising with third party insurers





Services offered by GAB Robins

- Property Claims
- Casualty Claims
- Major & Complex Loss
- Local Authority Claims Settlements (RAM)
- Surveying Services
- Counter Fraud & Investigation Services
- Weather Eye
- System access for Brokers / Insurers
- Recovery Management

Questions

