

Continuing Professional Development Certificate

The risks and challenges of managing major property claims in emerging markets

Date: Wednesday 22 February 2017

Time: 1.15pm - 2.00pm

Speakers: Kevin Smith, Assistant Property Claims Manager, Europe, Chubb
Tim Cramer - Todd, Director, Int. Adjusting, Crawford & Co

In this IIL lecture Kevin Smith and Tim Cramer- Todd talked about the different toolkits required to deal with large and complex claims in the emerging markets by reference to their hands-on personal experience. In their presentation, Tim and Kevin responded to questions from the Chair (Candy Holland) on the dynamics and procedural requirements of global programs – non admitted / admitted territories Local verses Master Policies, and asked the question who has control? During the presentation the speakers referred to real life recent examples and comparison covering various global countries. In conclusion, the presenters explored the pitfalls, lessons learnt and importantly touched on what to look out for from inception. Throughout the presentation the panel (including the Chair) used their combined experience to advocate both best practice and practical advice to the market.

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

- The different toolkits required to manage major property claims in our emerging/developing markets •
- The collective role of the internal claims handler and loss adjuster •
- Best practice and advice by reference to real life examples exploring both the common pitfalls and lessons learnt



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