

Online plant guide
Allianz Engineering has launched an online guide aimed at safeguarding brokers from costly claims caused by defective plant machinery. The guide aims to help brokers identify types of plant, and advises how they can meet statutory and regulatory requirements as well as information on the correct methods for inspecting equipment. Chief engineer Phil Wright said: "The consequences of plant failure can include accidents in the workplace, and in extreme cases, loss of life — all of which could result in claims costing millions of pounds. Brokers play a crucial role in helping to ensure clients comply with regulations and statutory requirements."

ICAB green agenda

Insurance Claims Accommodation Bureau, which provides alternative accommodation to policyholders who are displaced often through serious weather such as flooding, has launched its own green agenda. ICAB, based in Barnet, is on track to recycle 3.25 tonnes of paper by the end of the year — equivalent to 55 trees, while electricity usage and unrecyclable waste has been cut.

Surveillance reshaping

Robertson and Co has reshaped its surveillance offering to provide what it claims is a more effective, better value service to insurers. Among the changes, Robertson will deploy one intelligence gathering surveillance agent on the first day of operation to avoid over-staffing if a target no longer lives at the address. On the second and subsequent days, it will deploy as many agents as necessary. It claims the changes will halve the hourly surveillance spend and improve the chances of obtaining good evidence by 100%.

Chubb appointment

Chubb Insurance Europe has named Mark Jordan as the property claims manager for UK and Ireland. Mr Jordan will report to Lynn George, UK and Ireland claims manager. He joined Chubb's property team three years ago and has also worked for CIS and Allianz Insurance.

a specialist catastrophic loss investigation team to deal with high-value complex claims.

The specialist liability adjuster will formally launch the six-strong team later this month, which will be an offshoot of the adjuster's complex and major loss division.

The team will be led by Colin Watkins in MI's

Watkinson will manage the team in the North and the Midlands.

Commenting on the team, MI Adjusting director of business services Tina Whelan, told *Post*: "We are specialising in the higher-value claims, where the volume of the cases would not be significant.

"With that in mind, we have established this team

our competition and will be looking to do a very thorough job, taking a bespoke approach to these types of claims."

Ms Whelan added: "Given the size of the company it would be difficult to get onto the panels of the biggest insurers, but we might be able to work with them on their high-value catastrophic loss claims."



Whelan: bespoke approach.

Foil widens the hunt in its search for first CEO

BY LEIGH JACKSON

THE Forum of Insurance Lawyers has turned to the wider insurance market in its search for its first chief executive officer.

The role, which Foil describes as 'non-executive director-style post', will be on a part-time basis with the CEO working closely with Foil president Anthony Hughes and the executive committee.

The organisation intends to have a shortlist of candidates prepared in time for its annual general meeting in November, with the recruitment process being lead by Foil director



Hughes: looking for a well-connected candidate.

for change, Claire McKinney.

Within the remit of the post, the new CEO will be expected to work with elected officials in a lobbying capacity, as well as defining the strategy and objectives of Foil.

Mr Hughes told *Post*: "The ideal candidate would be someone well connected within the insurance industry, with the CEO expected to maintain contact with both Foil members and the industry.

"The position would ideally suit someone doing non-executive roles, which may also be part-time."

Mr Hughes added that the new

CEO would not need to be an insurance lawyer.

"We think it is best if someone is not a lawyer and maybe comes from an insurance background," he said. "We wouldn't rule out a lawyer but it would be ideal to have someone who has a good knowledge of the industry and has also interacted with lawyers."

The search for the CEO, which Foil has termed the "final piece of the puzzle", comes after Shirlene Denyer was appointed as the organisation's chief information officer earlier this year.

Ecclesiastical dumps Merlin in adjusting panel review

ECCLESIASTICAL has dropped Merlin from its property loss adjuster panel, following a review of its relationships.

The insurer completed a review of its three loss adjuster panels — property, subsidence and casualty & liability — last month and reduced its property panel from three to two companies.

Crawford & Company and Davies Group will now handle all of the insurers property claims with the latter company widening its role on the property panel, after working closely with Ecclesiastical on its theft of metal claims over the past year.

Following a tender process, Crawford remains on the other panels, while Argent also continues on the C&L panel and Infront Innovation remains on the subsidence panel after the companies signed new three-year deals.

Ecclesiastical claims and risk services director David

Bonehill told *Post*: "We have focused on the adjusters with a depth of expertise in our markets, rather than taking a generalist approach.

"The main reason we have cut the number on our property panel was due to volume of work. However, it is also about partnerships; two firms are easier to manage and we can work as a more of partnership with fewer firms on the panel."

Mr Bonehill added: "Merlin has been delivering some great service but it is about who we can work with in the future. While Merlin still deliver a high level of service, they were beaten in the review by stronger adjusters."

A Merlin spokeswoman added: "We are obviously disappointed, as we have worked with Ecclesiastical for a long time. They wanted to reduce the number of adjusters they worked with and, unfortunately, we will not be part of their panel going forward."

Swine flu: key role for insurers

INSURERS have a key role to play in the event of a second wave of swine flu outbreak this autumn, according to industry figures.

Speaking at a seminar organised by Marsh and the Confederation of British Industry, senior figures, including Marsh UK chief executive Martin South, outlined the importance of business continuity management in a pandemic situation.

"Insurance isn't the answer, it's some of the solution," Mr South stated, regarding the H1N1 virus.

According to Department of Health figures there were



South: some of the solution.

61 deaths in the UK from the virus as of 27 August, with 13 people currently in hospital.

Lindsey Davies, national director of pandemic influenza preparedness, warned the risk from the virus was far from over: "The underlying message must be keep prepared, and don't be taken in by the fact the numbers are going down."

Bruce Mann, director of the civil contingencies secretariat at Cabinet Office, said a pandemic outbreak could cause a peak absence rate of 12% of the UK workforce directly affected by the virus.

Hugh Morris, principal consultant, pandemic planning and business continuity management at Marsh Risk Consulting, added organisations operating overseas should pay particular attention to the issue: "Organisations are having to look more widely at the geographical impact of the type of incident, and that does include looking more widely at operations overseas, and particularly supply chains."