

\Aviation

\Construction

\Defence

\Energy

\Engineering

\Financial

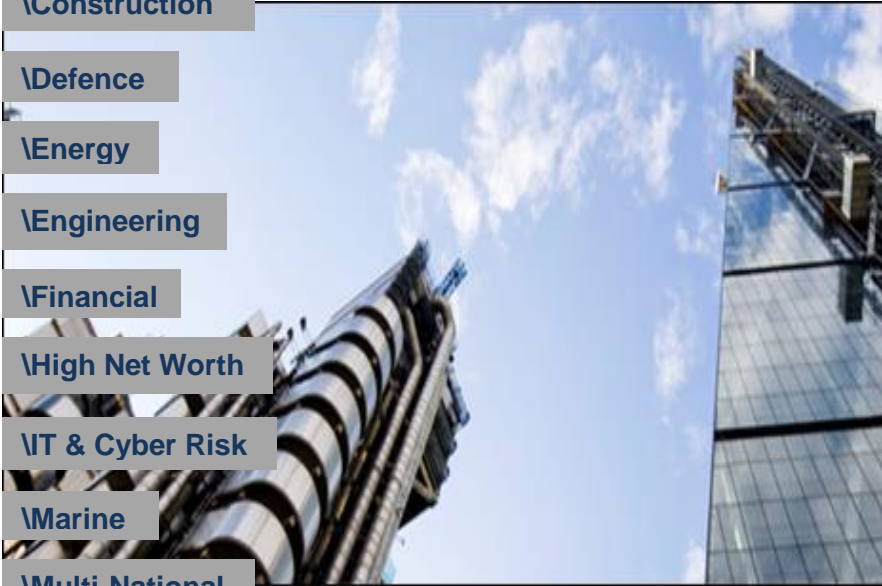
\High Net Worth

\IT & Cyber Risk

\Marine

\Multi-National

\Property



Edition Includes:

- Ian Woodhead - Managing Director, Concordia Chartered Loss Adjusters
- Concordia Global Network - Africa Presentations and Announcements
- Dover Port
- Concordia in Indonesia
- Drones – Aerial Inspections
- Interim Report
- IFAA's 8th Educational Conference

Ian Woodhead is Managing Director of Concordia Chartered Loss Adjusters Ltd

Earlier this year Ian joined us to further develop our Loss Adjusting services.

Ian Woodhead is a Chartered Loss Adjuster, Chartered Quantity Surveyor and a Chartered Insurance Practitioner with over 30 years of experience. He has previously held national operational leadership roles in two UK Loss Adjusting companies.



Ian is responsible for the management of all Concordia's Loss Adjusting operations globally and the handling of a number of major and complex losses within Concordia across a number of business sectors, both in the UK and internationally.

He has been meeting key clients, reviewing protocols and service standards on policies where Concordia is the nominated Loss Adjuster.

Ian is a member of the CILA Property Special Interest Group. As leader of our Property Practice, Ian is co-ordinating the Professional Development of Loss Adjusters within the Concordia Global Network.

Ian's contact details:

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Email: ian.woodhead@concordiaconsultancy.com

CONCORDIA GLOBAL NETWORK

Africa

Concordia Personnel in London have handled claims in Angola, Egypt, Ghana, Ivory Coast, Mauritius, Nigeria, Sierra Leone, South Africa, South Sudan and Tanzania. The Concordia Global Network (CGN) has recently welcomed new Specialist Associates, whose experience and expertise is a welcome addition to the CGN network and services provided across Africa.



Our new Associates in Africa include:

Company	Country
General Adjusters Kenya	Kenya
Key Link	Botswana
Aryeetey & Associates	Ghana

For further information about Concordia Global Network and services provided by Concordia internationally, please contact Ben Carroll, Managing Director - Concordia Global Network Ltd, on ben.carroll@concordiaconsultancy.com.

PRESENTATIONS AND ANNOUNCEMENTS



As part of Paul May's role as Visiting Faculty at Cass Business School, part of the City University in London, he recently addressed the MSc student intake on the topic of International Loss Adjusting. This lecture covered the future of claims management in the Insurance Market and provided an insight into the role of an International Loss Adjuster.

The Cass CII MSc in Risk and Insurance provides a number of exemptions from the CII Diploma see <http://www.cass.city.ac.uk/courses/masters/courses/insurance-and-risk-management> for more information.

Dover Port



Marine Practice Leader and Senior Consultant James Gee, along with Assistant Consultant Daniel Bloch attended a recent site visit to the Port of Dover facilitated by the CII.

Following their visit, James and Daniel wrote a short paper reviewing the main risks that the port faces.

Their paper considers the present day and the potential future risks faced by the Port of Dover and is available at www.concordiaconsultancy.com/company-news/portofdover/

Concordia in Indonesia



Paul May visited Pt Pramayasa Vaisha Adjuster (PVA), our Global Network Associate in Jakarta, Indonesia.

As Technical Advisor to PVA, Paul's visit allowed for detailed discussions on assignments, case handling protocols and reporting structures within the Concordia Global Network.

The visit also provided an opportunity for valuable meetings with our clients within the Jakarta insurance market.

We very much look forward to continuing to develop the working relationship with PVA in 2016.

Putu Artayasa, the MD of PVA, is a civil engineer and AICLA qualified Chartered Loss Adjuster. He and the team are pictured here with Paul.

DRONES

Drones are in the news for all sorts of reasons. More properly called unmanned aircraft vehicles (UAVs) have been in operation for the past 10 years, but it is in the last 3 years or so that the market has grown and their use has diversified.

Their size and purpose varies immensely, drones are no longer just used by governments, military forces and charities. UAVs are now being used by SME businesses, enthusiastic hobbyist, and Loss Adjusters!

The diversification and changes to UAVs have not only provided new lucrative opportunities but also have led to the emergence of a variety of new risks.

The insurance and forensic market is an industry that continues to be cautiously optimistic of UAV's capabilities. Benefits include surveillance, real time photography, surveying of multiple environments and conditions, to assisting with catastrophe hit locations to collapsed structures.

Concordia has entered into an agreement with a specialist drone photography consultant for use this technology in our claims and risk assessments cases.

For further information on Concordia's "drone capabilities" please contact Daniel Bloch.

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Telephone: +44 (0) 207 623 8461



Interim Report - by Paul May



Thank you for your feedback during 2015, which has been a busy time for us, especially in our Adjusting and Legal activities.

Our Global Network continues to develop and serve our clients around the world, with China and Africa being particularly active.

Marine activities and Global Network expansion have also continued to feature in our work mix.

As ever, we are immensely grateful and appreciative of the support and trust placed in us over the past 12 months by our clients and friends.

Wishing you a Peaceful Christmas and an exciting and successful New Year.

Email: paul.may@concordiaconsultancy.com

Concordia Sponsors the IFAA's 8th Educational Conference in London



Concordia Consultancy was one of the sponsors of the recent International Federation of Adjusting Associations (IFAA) 8th Educational Conference on Claims Advocacy held in London, on 12th November 2015.

The keynote speaker was John Parker from the Financial Conduct Authority (FCA). His talk related to the recent thematic claims review, which was critical of the approach to aspects of claims handling by major loss adjusters.

Experienced Claims managers, loss adjusters, brokers, lawyers and loss assessors discussed the important aspect of policyholder representation at the time of a claim.

Sponsoring the Conference allowed us to support the insurance market and share experiences and expertise on local and global insurance topics.

Copies of all the presentations can be found at <http://theifaa.net/london2015.html>