



Issues Affecting the Adjustment of International Claims

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Chairman

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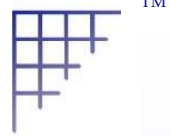
A presentation of ideas to the IILA
convention, Nashville, USA

4th October 2007

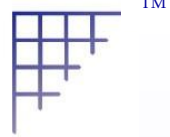
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- Regulation
- Licensing
- Consumer Protection
- Performance Standards
- Pricing
- Culture
- Project Management
- Strategy
- Panels
- Nominations
- New Technology
- Examinations
- Experience
- Information Sharing
- Claims Presentation
- Dispute Resolution
- Demographics
- Continuing Professional Development
- IFAA
- IILA

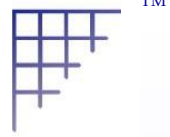
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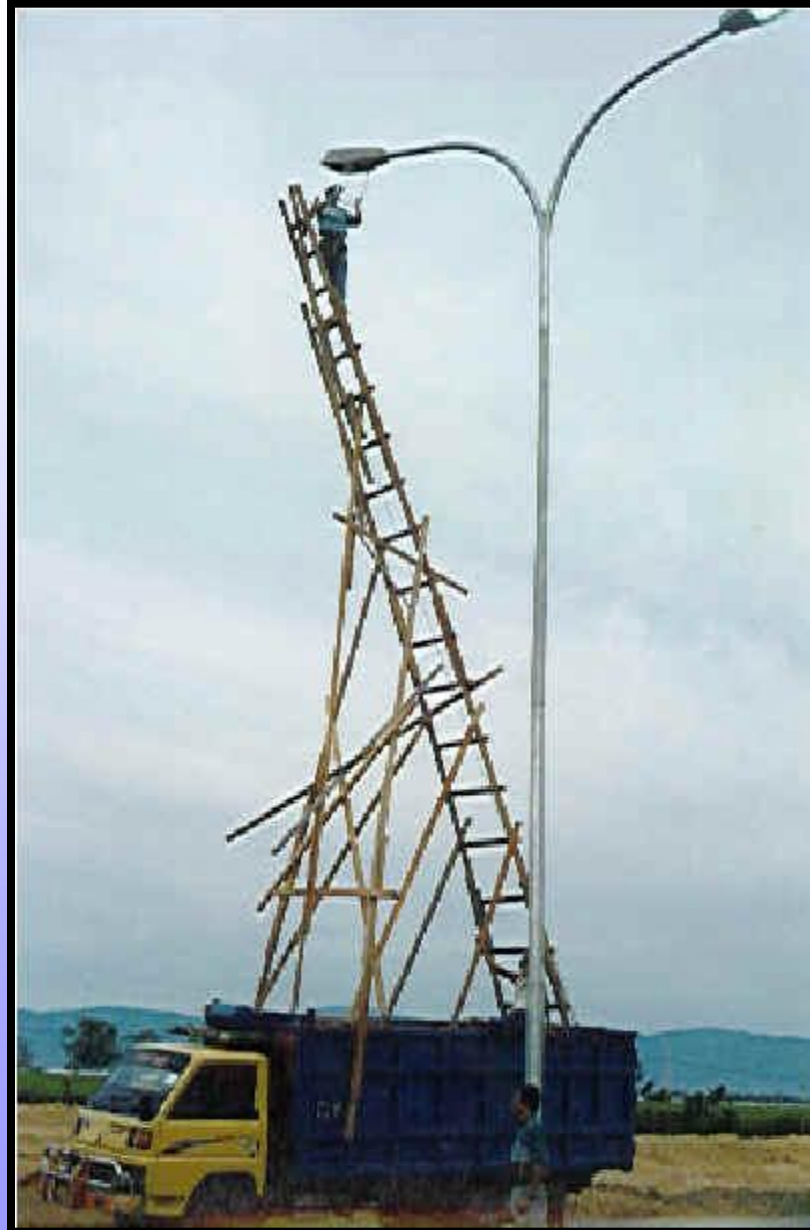


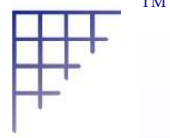












Regulation

- Lloyd's CMP
- FSA delegated
- Sarbanes
- Auditors

Licensing

- Drawbridge
- Commissioners
- Mutual Recognition

Consumer Protection

- Individuals
- Small Firms
- “New Law” by Ombudsmen
- Claims Presentation Support

Performance Standards

- What is best practice?
- Policy Liability
- for Adjusters
- for Insurers

Pricing

- Fees - Demand surge proviso
- Fees - Open Book
- Claims - Supporting info
- Claims - Cash deals

Culture

- Corporate of Insured
- Corporate of Insurer and Reinsurer
- Geographical
- Negotiating

Project Management

- Adjuster as Project Manager
- Timetable
- Budget
- Insured **in** the Team

Strategy

- Top level plans including board minutes
- Meet the Boss
- SWOT Analysis
- STEP Analysis

Panels

- Global Panels
- Specialist Panels
- Auditing the Panels
- Supervising Adjuster

Nominations

- Nominations Don't Pay the Bills
- Pre-loss Preparations Benefit Client
- Conflict of Loyalty
- Complacency

New Technology

- Report Formats
- VOIP
- Electronic Claim Files
- Lie Detection

Examinations

- Appropriate?
- Global Syllabus
- Parochial
- Consolidation

Experience

- Log Book
- Frameworks
- Resources
- Assessment Panels

Information Sharing

- No Fishing
- If it isn't Documented it didn't Happen
- Minimise Uncertainty
- Over Reaction to USA Legal Risks

Claims Presentation

- Collaboration
- Resource Shortage
- Brokers
- Assessors

Dispute Resolution

- Conflict with Lawyers Aims
- Expert Witness
- Early Subrogation
- Confident Closure

Demographics

- Ageing Professionals
- Adjusting as a Career
- Advertising
- Mentoring

Continuing Professional Development

- Relevance
- Giving Back
- Leadership
- Compulsory

IFAA



IFAA

- Association of Associations
- Best of Breed
- Recruitment
- Standards

IILA

To place in the hands of all Insurance Companies, Underwriters and Governments, a Directory of selected insurance adjusters for the adjustment of property loss claims throughout the world.

To promote good relations and an interchange of information and assistance between all the Associations of property Loss Adjusters throughout the world which subscribe to mutually acceptable standards.

To develop and promote a code of ethics suitable for adoption and enforcement in all member countries and to assist in the administration of such enforcement 2007.

IILA

To enhance international understanding, share helpful, pertinent local loss handling expertise and establish good fellowship 1965.

IILA

- Limitation of Numbers?
- Limitation of Property?
- Students?
- Mentoring?



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