



Services in China

中国服务

Helping parties reach agreement, globally

帮助各方在全球达成协议

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Operating throughout Asia Pacific with companies in Sri Lanka, Hong Kong, China, and Regional Associates in Indonesia, Malaysia, Australia, New Zealand, Philippines, Vietnam, India and Thailand
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Helping parties reach agreement, globally

Chartered Loss Adjusters - Compliance - Risk - Legal

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ABOUT US

Concordia Consultancy (Asia Pacific) Pte LtdTM is pleased to present to you our China brochure, covering the services we provide on Chinese multi-national accounts within the PRC and elsewhere in the world. Our Chairman, Paul May (梅建波), is a Member of the Expert Committee of The China Centre for Insurance and Social Security Research (CCISSR) at Peking University.

In China, we provide a range of services in Loss Adjusting, Risk Consulting, Compliance and Dispute Resolution through our trusted Specialist Associates, Triwin Insurance Surveyors & Adjusters, and Lehman Brown. Those same services are available globally on China accounts, where we offer international best practice service delivery standards and a consulting team with diverse technical expertise and experience.

The well-established relationship between ConcordiaTM and Triwin has been enhanced by a renewed commitment to work closely together to provide a range of services to the local and international insurance and reinsurance markets. In the recent past, Triwin has enjoyed considerable success, having secured loss adjusting and survey appointments throughout China, including assignments in Shanghai, Zhejiang, Sichuan, and Beijing.



Triwin's General Manager, **Jacky Huang, 黄建文** CIALA AICLA (Aff) ANZIIF (Snr. Assoc), has over 27 years working experience, including 25 years in the Loss Adjusting profession.

Lehman Brown are International Accountants and a licensed, China-focused accounting, taxation and business advisory firm, operating from dedicated offices across PRC.



Russell Brown OBE, FCA, FCMA, CGMA

Our locations in China include:

Guangzhou, Guangdong, Xinjiang,
Nanjing, Shanghai, Shenzhen,
Chengdu, Chongqing, Beijing, Tianjin,
Hong Kong and Macau.



We deliver:

- Commitment to understand our clients, their needs and requirements;
- Highly skilled services through our qualified experts in the region;
- Flexibility of solutions; and
- Expert advice and support from Concordia's overseas offices and Associate Network.

Our principal objective is to deliver a bespoke customer service of exceptional quality and to provide a focused approach to all issues involving loss adjusting and claims management.

OUR SERVICES

We provide clients with a range of services in the following four areas:

- **Loss Adjusting;**
- **Risk Consulting;**
- **Compliance; and**
- **Dispute Resolution.**



Loss Adjusting Services

We adopt a multi-disciplinary approach recognising the importance of impartiality. Our consultants have extensive experience in the management of complex claims, particularly those involving multi-country issues.

Risk Consulting

We encourage the fullest cooperation with the policyholder and their representatives as we deliver our clients the risk solutions they require, helping to mitigate future losses from identified perils. The services we provide aim to deliver both on flexibility, understanding, and experience. At the core of our risk consultancy work is understanding our clients, their businesses, their processes, and requirements. This produces optimal results, especially in relation to business interruption losses.

Compliance

We have expertise and insurance experience enabling us to provide our clients with tailored and appropriate assistance in the following areas:

- | | |
|--|--|
| 1. Cover Holder / Delegated Authority Reviews | 7. Forensic Claims Adjusting and Reviews |
| 2. IT Systems and Insurance Process Reviews | 8. Reserving Adequacy |
| 3. Department Reviews | 9. Forensic Accounting |
| 4. Reviewing Service Provider Performance | 10. FSA / FCA Testing/Lloyds CMP Testing |
| 5. Catastrophe Response Management and Reviews | 11. Cedant / Reinsurer Contracts |
| 6. Procedures Review with Recommendations | 12. Legal Services |

Dispute Resolution

Contributing to our mission of “helping parties reach agreement, globally”, we have considerable in-house insurance and legal expertise, as well as practicing expert witnesses, mediators and Specialist Associates.



Concordia Global Network

Through our network of Specialist Associates, the Concordia Global Network (CGN), we are able to offer services in most countries of the world, and provide a ‘first response’ involving unrivalled claims expertise, local knowledge and international experience.

Our staff have been working on insurance claims management and loss adjusting for over 50 years and comprise chartered loss adjusters, chartered insurance practitioners, engineers, lawyers, compliance and risk consultants.

OUR TEAM

Paul May (梅建波)

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