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DEFENCE PRACTICE

The Concordia Defence Practice provides an innovative and knowledgeable service to both the International and UK markets.



Claim handling and risk assessments across Defence and related industries are often complex and highly confidential in nature. Concordia's team of dedicated consultants and specialists have first-hand knowledge and experience in handling such government related cases which often occur in areas of high tension and crisis due to conflict, civil war and terrorism.

We tailor our claim handling or risk service to the special requirements of the Defence industry. The Concordia team includes senior ex-military personnel (RAF, Navy, Royal Marines, Army and Special Forces), supported by specialists in areas such as Property and Construction, Aviation, Cyber, Power Generation, Marine, Engineering and Naval Architecture. This expertise enables us to respond swiftly and effectively to claims and risk projects.

Through the Concordia network we are able to respond to any given situation on a 24/7 basis.

Over the years, Concordia's Defence Team has been involved with claims across all sectors, including:

Property – Defence Estates, fire and explosion, munitions production, power generation, terrorism, hurricane, theft and robbery, goods in transit and Regimental Silver.

Construction – CAR, EAR, BAR, Liability, BI, and PI.

Marine - ports and terminals, shipping/vessels, subsea, engineering, machinery, ship building including destroyers, ship repairer's liability, naval architecture, transportation and logistics.

Aviation – management, operations, engineering, passenger and third party claims, operational safety audits, Aircraft incident assessments from flight data recorders, forensic investigation.

Liability/Casualty – weaponry, products liability, public liability, missile software defects, professional indemnity.

Multinational – large complex international losses, multiple party actions and recoveries

Our Defence Practice is led by Ben Carroll, a former Royal Navy Commander and Master Mariner with 24 years' experience in the Defence industry

For further information please contact Ben Carroll, Defence Practice Leader, at ben.carroll@concordiaconsultancy.com

Cyber Risk Practice

Our IT and Cyber Risk Practice provides sound and accurate information for claims and risk pricing.

We have found that a case by case approach is demanded by each industry sector. Increasing reliance upon Cloud and other third party vendors can lead to unknown factors.

Types of Data Breach

There is a misconception that most breaches are caused by malicious attacks. However it is actually human and system error that represents the majority of breaches.

Examples of common data breaches include:

- Loss of unencrypted portable devices
- Stray emails, letters, faxes, documents
- Inadequate destruction of data
- Technical security failures
- Malware / virus attacks (unsecured networks)
- Denial of service attacks
- Property crimes (stolen computers, mobile phones, USB drives)
- Inside job (employee steals information)
- Phishing scams
- Spear-phishing (social engineering)
- Advanced persistent threats



Photo: Rob Maiella

How can Concordia help?

Analysis

Risk Assessments highlighting vulnerabilities and measuring cyber related exposure.

Prevention

Identifying risk exposure by analysing:

- Compliance and Risk Management measures
- Testing of data level encryption and anti-penetration measures
- Challenging existing Business Continuity and Disaster Recovery plans

Post Cyber Event Response

- Concordia provides a fast pro-active support in the containment of a breach and investigations to quickly identify the 'who, what, when and how'.

For more information please contact Rob Maiella, our IT and Cyber Risk Practice Leader - rob.maiella@concordiaconsultancy.com

Interim Report - by Paul May, Chairman

Thank you for taking the time to read our newsletter. Feedback and suggestions are always welcome. We are into our 13th year and continuing to work in the UK and many countries around the World.

Our New Year's Resolutions include:

- Greater market focus through all of our Practices but especially Property, Defence and Construction
- Continued expansion of the Concordia Global Network
- Bringing on board additional Spanish speaking professionals to support our ongoing activities in Spain and Latin America.

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

This last year saw two of the larger adjusting firms sell into even larger organisations. This continuing consolidation in the adjusting world, especially where 2 "panel players" become one, is an opportunity for insurers and specialist adjusting firms to differentiate their claim service.

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



Key Issues in Achieving Prompt and Fair Settlement of Industrial and Commercial Claims Arising From Catastrophe Events

On behalf of the IFAA Paul May presented a paper at the 12th Conference on Catastrophe Insurance in Asia in Jakarta on the subject of 'Key Issues in Achieving Prompt and Fair Settlement of Industrial and Commercial Claims Arising from Catastrophe Events'.



This talk was given whilst visiting our Indonesian Associate PT Adjusters and our clients in Jakarta.

To view the presentation please click [here](#).

Sri Lanka Insurance Seminar

As part of a visit to the Concordia office in Colombo, Sri Lanka, Paul was invited to run a seminar for the Sri Lanka Insurance Institute (SLII). The event was attended by nearly 200 delegates, and covered the topic of 'The life of a fire claim to closure and beyond'.

A copy of the outline powerpoint presentation can be accessed [here](#).



Paul May pictured above.



From the left - Thusitha Nandasiri President, SLII; Nihal Bogahalande, Managing Director Concordia South Asia; Malika Wijeratne, ICIB; Udeni Kiridena, CEO SLII; Paul May, Chairman Concordia Consultancy.

Concordia Risk and Compliance Services in Beijing



Since the early 1990's Concordia personnel have undertaken assignments in China.

We have recently established a wholly owned subsidiary in Beijing to provide Risk and Compliance services.

For further information please contact Beijing resident and experienced insurance professional, Peter Hogg peter.hogg@concordiaglobalnetwork.com or Ben Carroll on ben.carroll@concordiaconsultancy.com

Concordia Chartered Loss Adjusters

During the last few months Concordia Chartered Loss Adjusters Ltd has continued to be involved with a variety of claims spread across global locations. As an international firm we have serviced UK and overseas cases, working closely with our Concordia office locations and Concordia Global Network. We are pleased to have provided support to our existing clients, and grateful for the opportunity to meet and work with new clients during 2014.



We pride ourselves in being able to provide solutions for complex and large losses (noting that not all complex losses are always large!). We strive to offer a prompt, thorough and professional claims service.

- Spencer Clark, MD Concordia Chartered Loss Adjusters

Concordia Global Network - Israel Associate

We were delighted to welcome Amir Berenfeld, a Director at Berenfeld International Loss Adjusters & Risk Management Ltd, Israel who spent a few days with Concordia in London. Berenfeld are our Geographical Associate based in Tel Aviv and are an active member of the Concordia Global Network. The visit enabled detailed discussions of case handling protocols and reporting structures within the Global Network, as well as providing the opportunity for some valuable joint marketing within Lloyd's and the wider London market.



Amir's visit was a great success and hugely beneficial for both companies and the Network in general.

We very much look forward to continuing to develop the working relationships with all our Associates as we look towards 2015.



Wishing all of our Clients, Associates, Business Partners and Suppliers a **Happy Christmas and a prosperous 2015.**

This year Concordia have donated to support **St Giles Trust**, a charity dedicated to breaking the cycle of offending. St Giles Trust aims to help break the cycle of prison, crime and disadvantage and create safer communities by supporting people to change their lives.

Their services put reformed ex-offenders at the heart of the solution, training them to use their skills and first-hand experience to help others through peer-led support.

Website: www.stgilestrust.org.uk