

Liability Adjusting – why make a crisis out of a casualty?

I am very excited to have joined Concordia as a consultant and particularly the opportunity to be working with Paul May again. Concordia is a really exciting venture. These are challenging times for the Loss Adjusting profession and for Liability Insurers in particular.

Concordia is putting together a talented team with a wealth of experience in the insurance and finance industries. For Liability Adjusting and dispute resolution work, what seems so exciting to me, is the fact that the team has such diverse professional backgrounds. We can look at problems from outside the box, challenge convention and provide a service that is built around our clients precise needs. Concordia has already embraced the growing litigation culture facing liability insurers in the UK by joining forces with Macrae & Co. a leading law firm to enable us to provide a one stop shop approach to UK liability claims. This is an innovative move and one that really marks our fresh approach. If litigation cannot be avoided then we have the ability to offer a seamless litigation service as an integral part of Concordia's dispute resolution experience. This is just one example of what makes Concordia's approach to Liability different.

Concordia's approach to claims investigations is very simple – *thorough investigation of the facts and effective evidence gathering, carried out quickly and efficiently*. We like to be able to work in partnership, with our Clients and their Policyholders and we believe in long term relationships built upon trust and teamwork. A site visit and face to face investigations are essential for almost all but the most basic liability claims. Getting out there, meeting the Insured, speaking to witnesses, learning first hand what happened, why it happened and how it can be prevented from happening again. By getting it right in the early stages of the assignment, Concordia can provide strong advice and fully reasoned recommendations & opinions which save our clients time and money in the long term.

Concordia is built upon a rich and diverse history. I am really confident that Concordia is proving itself to be a valuable and trusted resource to our clients and is re-defining client expectations in liability loss adjusting.