

**Edition includes:**

- Concordia Global Network
- Sub-sea
- Interim Report No. 10
- Giving & Support

*Helping parties reach agreement, globally*

## CONCORDIA EXHIBIT

### LONDON



Concordia Consultancy Ltd were proud sponsors of the 5th IFAA (International Federation of Adjusting Associations) Educational Conference held in the Willis Building, London in June 2014. The IFAA brings together Loss Adjusting and Insurance experts from around the world. The Conferences provide the forum for experts to present, discuss and share experiences on local and global insurance topics with regard to Loss Adjusting. This event being focussed on Catastrophes.

The Conference was a perfect platform to promote the Concordia Global Network, and its valued members, to the industry. The Concordia Global Network comprises of all our international offices and geographical Associates. The theme of Catastrophe Claims highlighted the potential effectiveness of the Network when dealing with such claims as local knowledge of politics, language, culture and processes are key.

The strength of the Concordia Global Network was highlighted by the attendance of Nachman Berenfeld and Kobi Wieener of Berenfeld International Loss Adjusters & Risks Management Ltd, the Concordia Global Network Associate in Israel.

Photo: Paul May, Concordia opening the conference on behalf of the IFAA.

### JOHANNESBURG



The Concordia Global Network was represented at the 7th ILASA Conference in Johannesburg by our South African Associate, Guarantee Risk International Loss Adjusters and Surveyors (Pty) Ltd. Around 100 delegates attended with the speakers covering a wide variety of topics relevant to the industry as a whole. These included the legal aspects of issues such as Fidelity Guarantees, Professional Indemnity and Protection of Personal Information, as well as advice on more practical aspects of adjusting such as piping corrosion, electrical equipment losses and mitigation measures for fire and water damage.

This was the 7th ILASA Conference to be held with the aim of supporting the ongoing education for its members.

Photo, left to right Desmond Mapfumo, Executive Loss Adjuster Guarantee Risk, and his colleague Previous Mashiri.

The Conference was a great success and allowed Guarantee Risk to introduce the Concordia Global Network to clients and competitors in South Africa.

For further information about the Concordia Global Network and services provided by Concordia internationally please contact Ben Carroll, Director, Concordia Global Network Ltd on [ben.carroll@concordiaconsultancy.com](mailto:ben.carroll@concordiaconsultancy.com)

# GLOBAL NETWORK NEWS

## Indonesia

Concordia welcomes PT Pramayasa Vaisha Adjuster (PVA) as the Concordia Global Network Associate in Indonesia. Operating from Jakarta, PVA are a loss adjusting company approved by the Indonesia Insurance Regulatory Commission with many years of experience in loss adjusting and risk consultancy.



Concordia Consultancy and PVA look forward to working together and combining their extensive expertise in order to provide services together in Indonesia, particularly in the marine, property, BI, energy, engineering sectors.

[Photo: left to right Spencer Clark MD Concordia Chartered Loss Adjusters Ltd. Putu Artayasa MD of PVA and Sam Koh MD of Concordia Asia Pacific, Singapore]

For further information or assistance please contact [Sam Koh](#) or [Ben Carroll](#).

## Ukraine



Ukraine is now represented in the Concordia Global Network by our Associate, Business Assist Ltd (BA). Based in Kiev, BA is a loss adjusting company approved by the Financial Services Commission in Ukraine. Founded in 2007 BA is working on a number of complex international claims.

Photo: Alexei Mukhin, Director - Business Assist Ltd

## Sri Lanka

Sam Koh, MD Concordia Asia Pacific, Singapore attended the IFAA Conference bringing together Singapore, London and Colombo from the Concordia Global Network. The network is expanding and strengthening now encompassing Eastern Europe and Africa.

[Photo from left to right Sam Koh, MD of Concordia Asia Pacific, Singapore. Ben Carroll, Director, Concordia Global Network Ltd, London and Nihal Bogahalande, MD, South Asia, Sri Lanka].



For more information about the Concordia Global Network please click [here](#).

## Sub-sea

Concordia's Marine Practice specialises in handling complex international subsea equipment claims.

Many claims in the subsea sector involve Remotely Operated Underwater Vehicles ("ROVs") and towed sonar arrays. Specialist subsea equipment includes Autonomous Underwater Vehicles ("AUVs"), Midget Submarines, Acoustic Positioning Systems and other Unmanned Underwater Vehicles ("UUVs").

Since their introduction in the 1970's ROVs have steadily replaced hazardous underwater diving operations, often in remote locations. In recent years the transition to fully diverless subsea operations in the offshore sector has seen deep water oil and gas reserves being primarily serviced by ROVs.

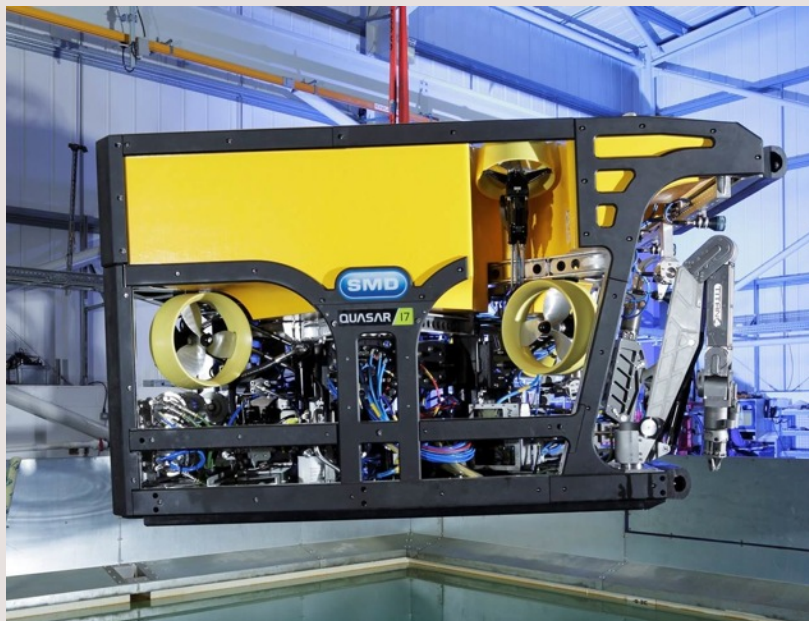


Photo: Work class ROV, rated to the depth of 4,000m, damaged during operations

The subsea industry relies on a wide variety of ROVs, from smaller camera units through to large deep water fully garaged vehicles. Each ROV is tailored for the work required and could include cameras, lights, sonars, magnetometers, manipulators, tool skids, cutting equipment, scientific instrumentation and acoustic beacons.

During the last five to ten years we have also seen small and medium sized ROVs being incorporated into the vast array of 'toys' onboard large superyachts, often painted white!

Over the years we have been involved with claims including:

1. Lost equipment;
2. Severed umbilicals;
3. Contact damages (surface and subsea);
4. Electrical system and wiring failures;
5. Control system failures;
6. Topside operator error;
7. Vessel operations;
8. Mechanical system damages;
9. Manufacturing problems;
10. Theft of equipment.

Our marine team includes Marine Practice Leader James Gee, former Royal Navy Commander Ben Carroll, Spencer Clark, Marine Architect and Chartered Marine Engineer, and Paul May, Commercial Offshore Yachtmaster. All 4 are qualified scuba divers which assists with their appreciation of the underwater environment and challenges faced by the industry. James has many years experience in the London Market with specialist subsea equipment and has been involved with all types of ROV and underwater equipment claims.

Spencer has researched the effects of very deep water tether drag for ROV projects, and has spent time 'flying' and testing ROVs. During his marine surveying and insurance claims investigations Spencer has on many occasions had to supervise the use of ROVs.

For further information please contact James Gee, Marine Practice Leader on [james.gee@concordiaconsultancy.com](mailto:james.gee@concordiaconsultancy.com)

## Interim Report No. 10 - by Paul May



Thank you for reading our newsletter. We welcome the feedback that the newsletter generates and look forward to hearing from you...

Matching our in-house and Concordia Global Network resources to the needs of the markets in London and internationally has seen us further develop our Specialist Practices.

Our IT & Cyber Risk Practice led by experienced IT consultant and Concordia shareholder Rob Maiella is becoming involved with this ever increasing risk to businesses, organisations and individuals.

Former Royal Navy Commander Ben Carroll leads our Defence Practice involved with all aspects of corporate and military insurance coverage.

We are continuing to expand our Global Network which provides an "Internationally Local" service to support the work done within our Multi-National Practice which is led by me.

Thanks as ever are due to our clients, friends and Associates around the world for their confidence and support.

### Supporting MacMillan & Cancer Research

On Sunday 29<sup>th</sup> June Spencer Clark circumnavigated the Isle of Wight amongst a fleet of small boats to support the MacMillan charity [www.macmillan.org.uk](http://www.macmillan.org.uk), which helps families who are affected by cancer by providing the support they need. Most of the craft were RIBs ranging from 11ft to 28ft, and we were in a 20ft open cockpit boat.

Last year the event raised enough for one family to be cared for, and this year the target was higher. In an attempt to raise as much money as possible the fancy dress theme was James Bond '007'.



Spencer comments "As an experienced skipper safety was the highest priority on the day. The clockwise route was about 55 nautical miles and there were around 40 boats making up the fleet of charity fund raising craft and crew. Cruising speeds were dependent upon the weather and sea state, but were between 20 and 35 knots. Our aim was to get around safely, a bit shaken but not stirred!

Photo, Spencer 2nd from right.

On Sunday 6<sup>th</sup> July Clare Nash ran the Race for Life 5k with her niece in aid of Cancer Research. The race started on Blackheath in South East London. Clare has always been a avid runner and fundraiser participating in the Shine Walk, Run to the Beat and previous Race for Life organised races. Photo on right of Clare and her niece.

