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## PRACTICE FOCUS



### Aviation Practice

Our aviation practice continues to develop with the provision of a first class professional service to both UK and international clients.

With our Specialist Associates, we are able to assist with UK and multinational claims, including assistance with Hull, Cargo and Liability claims, as well as Crisis Management.

We maintain high technical capabilities and understanding through CPD and attending industry leading educational events. Recently such an event was attended at the Air Accidents Investigation Branch (AAIB), Farnborough, UK, a government specialist branch in aviation incidents and crashes.



### Construction Practice

Concordia's Construction Practice provides a tailored claim handling service to all our clients no matter their location in the world. We are able to use our in depth knowledge on topical aspects such as the latest construction techniques and materials.

We have extensive experience in CAR / EAR projects and claims including professional indemnity issues.

Consultants recently attended a Crossrail project presentation in the Old Library, Lloyd's of London. As well offering an understanding for Europe's largest construction development, it provided our staff with experience of some of the latest issues and developments within the industry. Including sprayed concrete lining (SCL), risk to surface buildings and how tunnel structural collapses occur.

# GLOBAL NETWORK NEWS

## Sri Lanka Floods



Concordia Consultancy South Asia (Pte) Ltd in Sri Lanka has been busy in recent months, assisting with claims resulting from exceptional pre monsoon rains that hit the island. The rains caused wide spread damage through flash flooding, landslips and mudslides. Our adjusters have been assisting both local and international clients with their losses, amounting to millions of US\$. Concordia Consultancy South Asia (Pte) Ltd also has a number of assignments in Sri Lanka, Maldives and India.

Concordia is ready to provide further assistance with any aspect relating to the floods or future occurrences.

Please contact Kanchana Rajapakshe, Director – Loss Adjusting in Colombo, Sri Lanka - [kanchana.rajapakshe@concordiaconsultancy.com](mailto:kanchana.rajapakshe@concordiaconsultancy.com) or Ben Carroll, Managing Director of Concordia Global Network - [ben.carroll@concordiaconsultancy.com](mailto:ben.carroll@concordiaconsultancy.com)

## CONCORDIA RISK

### Cyber Threats and Resilience Planning

Concordia Risk and other professionals see cyber risk as one of the biggest threats to businesses today.



Businesses continue to grow their online presence through various platforms. However, this can provide fraudsters a chance to target staff and businesses, with the aim of collating personnel and valued information. Criminals can use this information to conduct crimes such as phishing and or spear phishing.

We advise that a mixture of both physical and soft protection methods can form part of effective resilience planning and protect a company and its people from various risks, including cyber-attacks.

For computers and electronic files, the use of multiple back up hard drives can assist against full system losses. Regular changing of passwords is another secure way of protecting business assets.

For more information on our practices, please contact Daniel Bloch, Director of Concordia Risk Ltd - [daniel.bloch@concordiaconsultancy.com](mailto:daniel.bloch@concordiaconsultancy.com), or Rob Maiella, IT and Cyber Risk Practice Leader – [rob.maiella@concordiaconsultancy.com](mailto:rob.maiella@concordiaconsultancy.com).

## Interim Report - by Paul May, Chairman



2016 has been an eventful year which historians, in 20 years or so from now, may identify as the year when significant and seemingly permanent geopolitical changes led to the emergence of a new “world order”. It is too soon to say where some of the recent events will lead. However there is no doubt that the relative stability of the last 40 years is under threat. The emergence and increase of non-traditional risks facing business such as cyber, political shifts, law changes, and climate change related weather events are real risks that can lead to instant as well as gradual losses.

With Brexit approaching the “adjustment” phase, the level of uncertainty for economies, businesses and individuals is unprecedented.

Reviewing, protecting and re-structuring activities in response to the current risk environment are expensive and time consuming. By 2020 some clarity and stability may well have emerged which will lead to a reduction in risk related expenditure and a steadier outlook for global business.

In the meantime we wish all our clients and friends a relaxing Christmas holiday and all best wishes for a successful New Year.

## PRESENTATIONS

### HIGH PREMIUM GROUP

Paul May recently presented at the High Premium Group AGM (HPG) on the topic ‘Dealing with disaster: preparing for and adjusting major insurance claims’.

HPG is aimed primarily to protect the interest of individuals underwriting at least £1 million or more in Lloyd’s insurance market. More information can be found at [www.highpremiumgroup.com/](http://www.highpremiumgroup.com/).



As part of Paul May’s role as Visiting Faculty at Cass Business School, City University in London, he recently addressed the MSc student intake for Insurance and Risk Management. The topic was on International Loss Adjusting. This lecture covered the future of claims management in the Insurance Market and provided an insight into the role of an International Loss Adjuster.

The Cass MSc in Insurance and Risk Management provides a number of exemptions from the Chartered Institute of Insurance Diploma see [www.cass.city.ac.uk/courses/masters/courses/insurance-and-risk-management](http://www.cass.city.ac.uk/courses/masters/courses/insurance-and-risk-management) for more information.

## APPOINTMENT

Concordia is delighted to announce that Rani Perera has been appointed as Accounts Officer for Concordia Consultancy South Asia (Pte) Ltd, based in our Colombo office.

Email: [rani.perera@concordiaconsultancy.com](mailto:rani.perera@concordiaconsultancy.com)

## NEWS AND EVENTS

Paul May spoke at a CII November Lunch meeting on 9th November at the Insurance Institute of Guernsey held in Guernsey. Speaking to CII members the lunch centred on the role of Loss Adjusters.



Daniel Bloch started this October an MSc in Insurance and Risk Management at Cass Business School, City University in London.

He has also joined as a committee member for the Next Generation Insurance Network (NGIN). More information found at [www.nginlondon.com/](http://www.nginlondon.com/).

Concordia recently made a donation to The Leigh a University Technical College based in Kent. We donated server hardware and office chairs which will be of great benefit the students. Tony Adams, Director of Computer Science at The Leigh said it will help students “to specifically interact with enterprise hardware and explore the interconnection between hardware devices”.



### IFAA Events

Concordia Consultancy was one of the sponsors at this year’s Educational Conference, held in London on 13<sup>th</sup> October 2016. The theme of the conference is ‘What the London Market Expect from International Loss Adjusters’. For videos of the presentations and talks from the conference, please visit [www.theifaa.net/London2016.html](http://www.theifaa.net/London2016.html)

Not only was the London Education Conference well attended by companies and individuals from a range of senior positions, but Concordia Global Network Associate members were also in high attendance.



Photo: Concordia Global Network members, including Ben Carroll Managing Director of Concordia Global Network in the front row far left

There was for the first time there was an IFAA Educational Conference in Madrid on 21<sup>st</sup> October 2016, which covered the topic of, the role of technology for adjusters and helping the profession to become more efficient. For further information about the IFAA and their events, please visit [www.theifaa.net/index.html](http://www.theifaa.net/index.html).

Wishing all of our Clients, Associates, Business Partners and Suppliers a **Merry Christmas and a Happy New Year**, this year Concordia has donated to **St Giles Trust**, a charity dedicated to breaking the cycle of offending. St Giles wrote to say “a big thank you from everyone at St Giles Trust for your kind donation and pledge of continued support. It means a lot to us”. Website: [www.stgilestrust.org.uk](http://www.stgilestrust.org.uk)

