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Welcome to the second issue of Concordia's newsletter.

If you would like to receive future copies by email please register your interest on our website.

## New Appointments

**Ian Watt**

Senior Consultant

**Claire Jasper**

Assistant Consultant

**Stephen Ferguson**

Company Accountant



### Concordia Catastrophe Response

We have been involved with assignments following Hurricane Ivan and the Asian Tsunami.

Our 2005 Cat Plan can be downloaded from our web site and we would be pleased to discuss adjusting and audit services.



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### Interim Report No. (2)

Our clients continue to compete for quality clients and strive to provide exceptional service. We are doing our best to be part of this quality approach by providing flexible and innovative solutions and support.

As we approach the start of our third year of operations we greatly appreciate the continuing support of our clients and friends.

Paul May  
Chairman  
[paul.may@concordiaconsultancy.com](mailto:paul.may@concordiaconsultancy.com)



## Extract from the Post Magazine dated



### A Personal View

Within hours of the first news reports of the Indian Ocean tsunami, I received telephone requests to assist insurers in Sri Lanka and The Maldives. On arrival two days afterwards in Colombo, Sri Lanka, there was an air of urgency and a sense that such a massive scale disturbance could have, clearly and without any warning, affected the people and their property along almost the entire coastline.

Many years of attending the scenes of catastrophes and disaster incidents had prepared me for the need to balance concern and respect for the dead and injured with the important role of helping the economic recovery through early visits to damaged locations. Many roads were, however, impassable and drivers and their journeys were necessary to gain access to hotels, resorts and other premises that had been damaged. All available air transport was fully occupied with evacuees.

Ordinarily, before a natural disaster such as a hurricane or typhoon, the population have advanced warnings. They have, therefore, managed to evacuate to some extent and to prepare against property damage by taking extra protective steps.

Adjusters are invited to recreate the picture scene and not therefore look beyond the apparent chaos and reconstruct a record of the location before the event occurred. However, the sight of the post-loss chaos was shocking. Despite this, everyone knew that the recovery process had to start for the benefit of the businesses, their staff and suppliers, and for their future. The level of resilience and determination in the face of such tragedy was humbling.

Paul May, Chairman, Concordia Consultancy

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## Puthumugathuwaram Roman Catholic Tamil missionary school



Nihal Bogahalande our Regional Associate in South Asia is currently National Governor of Rotary International in Sri Lanka. He and his colleagues have been instrumental in raising several million dollars to support the reconstruction and re-opening of



schools affected by the tsunami. Concordia is providing financial contributions to the Puthumugathuwaram Roman Catholic Tamil missionary school, located on the East coast near Batticaloa, which was severely damaged by the Tsunami. For further details of the Rotary initiative and the Puthumugathuwaram School visit [http://www.rotary-srilanka.org/school-detail.php?school\\_id=16](http://www.rotary-srilanka.org/school-detail.php?school_id=16)

A copy of the paper Paul delivered at the 3rd Asian conference on Claims Management in Singapore in April is available from [www.concordiaconsultancy.com/articles](http://www.concordiaconsultancy.com/articles).



Paul will be speaking on the Tsunami at the Insurance Institute of London Lunch Time Lecture on 16th March 2006

## Hurricane Ivan and Grenada, by Ian Watt, Senior Consultant



The subject of catastrophe response is a well beaten track, trodden by countless seasoned campaigners in press articles down the years. Adjusters' catastrophe plans are nowadays in place well ahead of the hurricane season, addressing logistics, identifying available manpower and determining the size and complexion of teams that will be committed in the event of a hurricane.

So what greeted the advance parties of adjusters on their arrival in Grenada in the immediate aftermath of Hurricane Ivan?

### A nation in shock

At latitude 12 07° N, Grenada is one of the southernmost Caribbean islands, situated just north of Trinidad and Tobago. It is estimated that more than 90% of the island's buildings sustained some measure of damage, from moderate to severe. Roads were blocked and the overhead electricity distribution network effectively destroyed island-wide. This was soon compounded by chronic shortages of food and drinking water.

This then was the scene that met the vanguard of adjusters. A small island nation in shock, its infrastructure devastated, food and water at crisis levels, civil order in the hands of police and troops from Trinidad and the two mainstays of its economy, tourism and spice production, at a standstill.

### Long term best interests

The role of the insurance industry in the rehabilitation of Grenada cannot be overstated. The more significant building claims tend to be handled in the traditional manner with detailed attention to scope, building regulations, competitive tendering etc. With the smaller property losses a quite different approach has been adopted by local Insurers to cope with the sheer volume. Adjusters are briefed to establish liability and quantum, often on the strength of a single estimate. The claim is then settled on a cash basis. The Insured receives his indemnity to spend as he likes, the Insurer has a satisfied client, and the file is closed.

But are those cash settlements really in anyone's long term best interests or are they just a convenient quick fix that leaves the island's buildings more vulnerable than ever to storm or hurricane damage?

To see the article in full, please visit [www.concordiaconsultancy.com/articles](http://www.concordiaconsultancy.com/articles)

Ian joined Concordia in August 2004 to assist in International claims and catastrophes within the Chartered Loss Adjusters Service Group. Ian is a qualified chartered insurance practitioner and chartered loss adjuster. Paul and Ian first worked together in the early 1980's. Ian has over 30 years UK and international experience in claims, mediation and risk services across a broad range of industries and product lines.

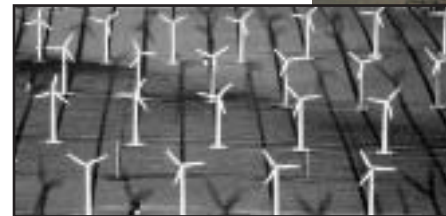


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## Energy Sector

Our experience of power generation including hydro electric projects, wind farms and distribution continues to be put to use on several assignments in the UK and internationally.

As part of our specialist resource we are pleased to advise that John Power has joined our Technical Associate Network. His 45 years of electrical engineering experience has been brought to bear on assignments handled by our personnel since 1989.



## Client Feedback - Our Dispute Resolution Group has received the following 'thank you' letter from a major multi-national insurer

*In times when it seems that the insurance industry as a whole seems to have nothing but apathetic service providers or receive nothing but letters of dissatisfaction, I feel very happy be able to write a letter that represents completely the opposite of the way that the Insurance industry seems to be going.*

*I would like to personally thank you for your assistance in resolving this complicated and troublesome claim, which after long periods of inactivity and the actions of some of the personalities involved was looking as though it was heading towards arbitration or litigation, following the impasse that was reached on the claim.*

*Your comprehensively and professionally compiled Award responded to all to the arguments and discussions proposed by both parties.*

*Whilst it is never nice to have a claim which is moving toward litigation it was clear that this matter did need some fresh thinking to review the claim if it were to be resolved without the appointment of solicitors. Ultimately your appointment did enable settlement of the claim in a cost-effective manner, and of course managed to drastically reduce the life cycle of the claim. Once again with much appreciation for your time and effort in resolving this matter.*

## Global Associate Network

### Caribbean

We welcome Bill Karr and his colleagues to the Concordia Network. Bill is the principal of William Karr Associates, the largest firms of architects operating in the Caribbean and Florida region.



Bill and his colleagues have previously worked with Paul on hurricane claims and audits from Hugo, Luis and Marilyn.

### Scandinavia



Together with our regional associate Victorsson & Partners, we are working on claims in Scandinavia as well as the Baltic States. A copy of our Regional Brochure for Sweden, Finland, Norway, Denmark and the Baltic States is available from our website.

## Acquisition activity

Concordia is continuing to pursue a number of potential acquisition opportunities. These vary from being very significant in size, to important niche operations. In addition a number of discussions are taking place with individuals interested in developing their career within Concordia. An important element of the Concordia philosophy is that there is an appropriate alignment of the teams being acquired to the overall objectives of the group. This therefore forms a key aspect of any negotiation, with commensurate rewards, both in terms of career opportunity and remuneration being offered to enhance this alignment.

The financial community has keenly endorsed Concordia's business plan and are willing to make financing available for appropriate opportunities. These plans centre around expanding the four Concordia service groups: Chartered Loss adjusting, Risk Consulting, Compliance and Dispute Resolution. Some negotiations are now reaching final stages and as and when projects come to fruition, formal announcements will be made.



### Lawrence Nicholls

Director -  
Corporate Development and Finance  
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**"Helping parties reach agreement"**

## Claire Jasper - Assistant Consultant



Claire Jasper has joined Concordia Consultancy with special responsibility for international assignments. Claire previously worked with Paul.

[claire.jasper@concordiaconsultancy.com](mailto:claire.jasper@concordiaconsultancy.com)

## Stephen Ferguson - Company Accountant

Stephen Ferguson has joined as Company Accountant. His previous experience at Lloyd's and ACE gives Stephen an established insight into the markets in which Concordia operates.

As well as his accounting qualifications, Stephen has a law degree and after University completed the Law Society legal practice course. Stephen is also involved in the financial aspects of our assignments especially stock valuation and business interruption.

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## Concordia Consultancy (Americas) Inc.



Concordia Consultancy (Americas) Inc. has been accepted for the first stage of the process to become a full member of the National Association of Independent Insurance Adjusters.

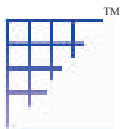


## Concordia Prize

The 2004 Concordia Prize for Top Student in the Risk Management module of The Nottingham University MBA has been awarded to Vivek Goenka.

Vivek is currently working in Warren Tea Limited, a tea producing organisation based in Calcutta, India.

The prize is awarded annually based on the best overall performance in both coursework and the exam.



## Concordia TM !

Concordia's unique logo has been successfully trademarked.

Our logo symbolises our flexibility to service client's needs both geographically and by specialism.

To see a copy of the certificate, click on the TM sign next to our logo on the website.

[www.concordiaconsultancy.com](http://www.concordiaconsultancy.com)

## Web news

Our web site continues to attract visitors and has generated new instructions from individuals and organisations.

The site receives between 600 and 1000 hits each month.

[www.concordiaconsultancy.com](http://www.concordiaconsultancy.com)

**Concordia**  
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