



Claims Management

Workshop by Mansoor Ali Khan



Accidents don't happen,

they are caused!

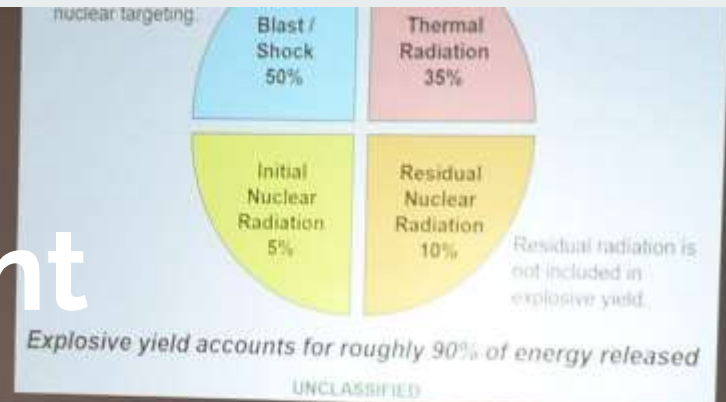
...and that's why we have jobs ;D

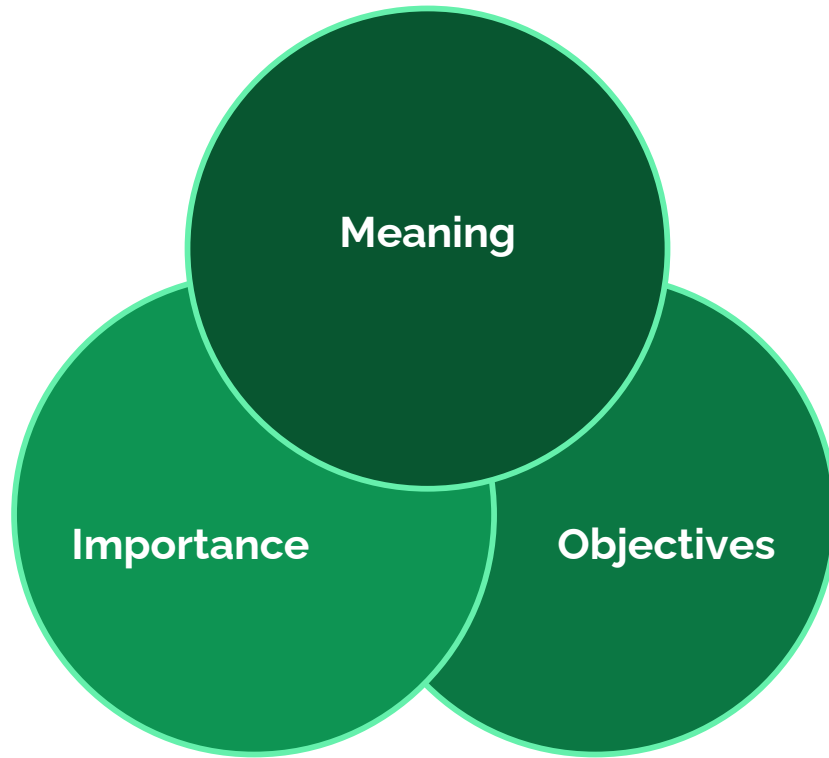


Order of Business

- Claims Management Defined
- Stakeholders
- Journey
- Categories
- Investigation
- Fire & MBD Losses
- Case Study

Claims Management



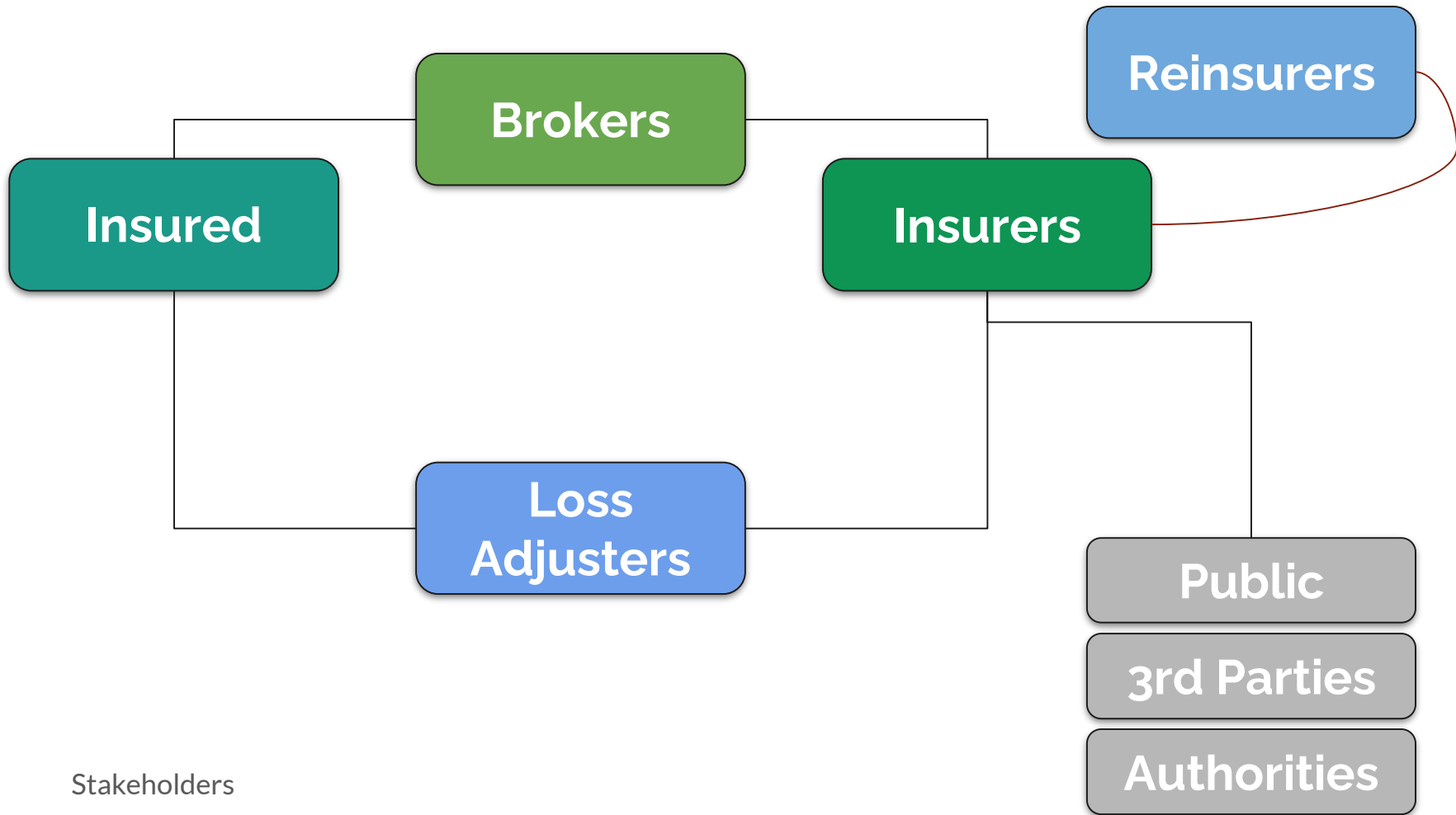


Claims Management



Stakeholders





Roles





Insurers

- **Notification / Initiation**
- **Registration**
- **Claim Handler**
- **Appoint a Loss Adjuster**
- **Acceptance / Negotiation - Settlement (Salvage)**
- **Claim Closure - Payment**
- **Recoveries**





Loss Adjuster

- **Visit scene of loss**
- **Secure site / Interview witnesses**
- **Investigation** - Preliminary Report
- **Evaluation / Assessment** - Interim Report
- **Final Report**





Selecting Loss Adjuster

- Professional Certification
- Education
- Reputation & References
- Regulatory Compliance / Licencing
- Ethical Standards
- Communications Skills
- Industry Experience





Claim Categories


- Natural Catastrophe
- Fire
- Machinery Breakdown
- Marine Loss
- Miscellaneous - Financial Crimes / Liability
- Construction Claims
- Claims Involving
 - ALOP
 - DSU
 - Business Interruptions
- 3rd Party Liabilities
- Terrorism
- Cyber Crimes

Claim Investigation

- Do's & Don'ts

- **Become a trusted partner**
- **Keep eyes & ears open for Gaps**
- **Crosscheck information**
- **Explain the policy's coverage & exclusions**
- **If in doubt, consult with an expert**
- **Repudiate with grace**
- **Avoid early judgement**
 - physical evidence is not always the whole story
- **Don't cut corners**
- **It's not a tick box exercise**
- **Interview witnesses with empathy**
 - you are not a cop





The investigation should be carried out **as soon as possible** after the
incident

The quality of evidence will **deteriorate rapidly**, therefore delayed
investigations are usually not as exclusive as those performed
promptly

Identity the key parts of investigating an accident

- **What** happened?
- **When** did it happen?
- **Who** was involved?
- **Where** did it occur?
- **Why** did it happen?
- **What** can we learn to prevent it from happening again?





Incident Review & Reporting Guidelines




Incident / Accident Investigation Process



The investigation should include the following

- Protecting
 - People
 - Scene
 - Property
- Conducting Interviews
- Inspecting the location & gather physical evidence
- Collecting background information
- Fact finding
- Reviewing records & procedures
- Conducting specialists studies
- Resolving conflicts in evidence




THE DEVIL IS IN THE DETAILS

AMERICAN
GODS



Establishing the Root Cause



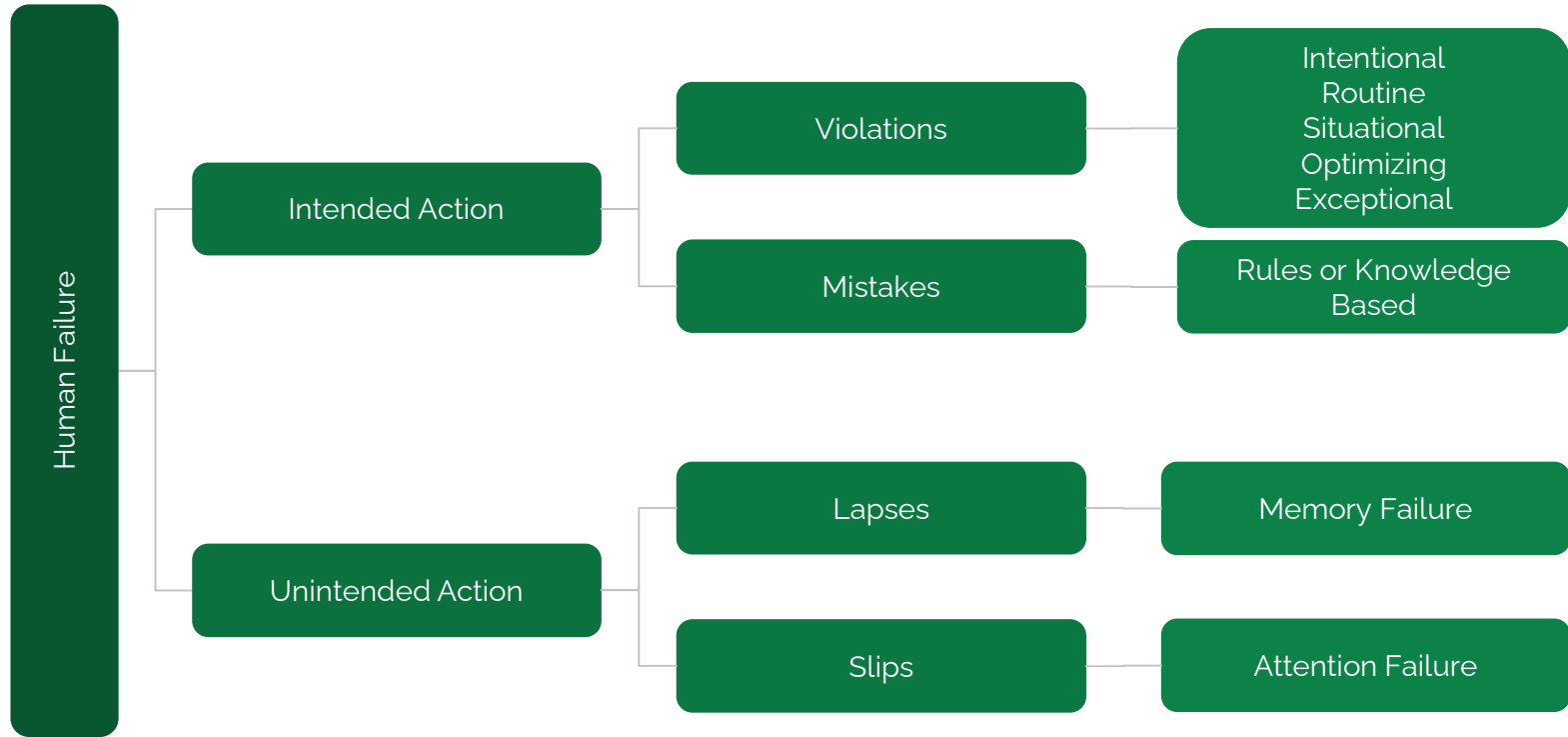
Know the difference between the **Immediate Cause** and the **Root Cause**, and know what is a **Contributing Factor**

An Immediate Cause is what **Immediate Contact Action** caused the event

What is the **Immediate Cause** of this Accident?

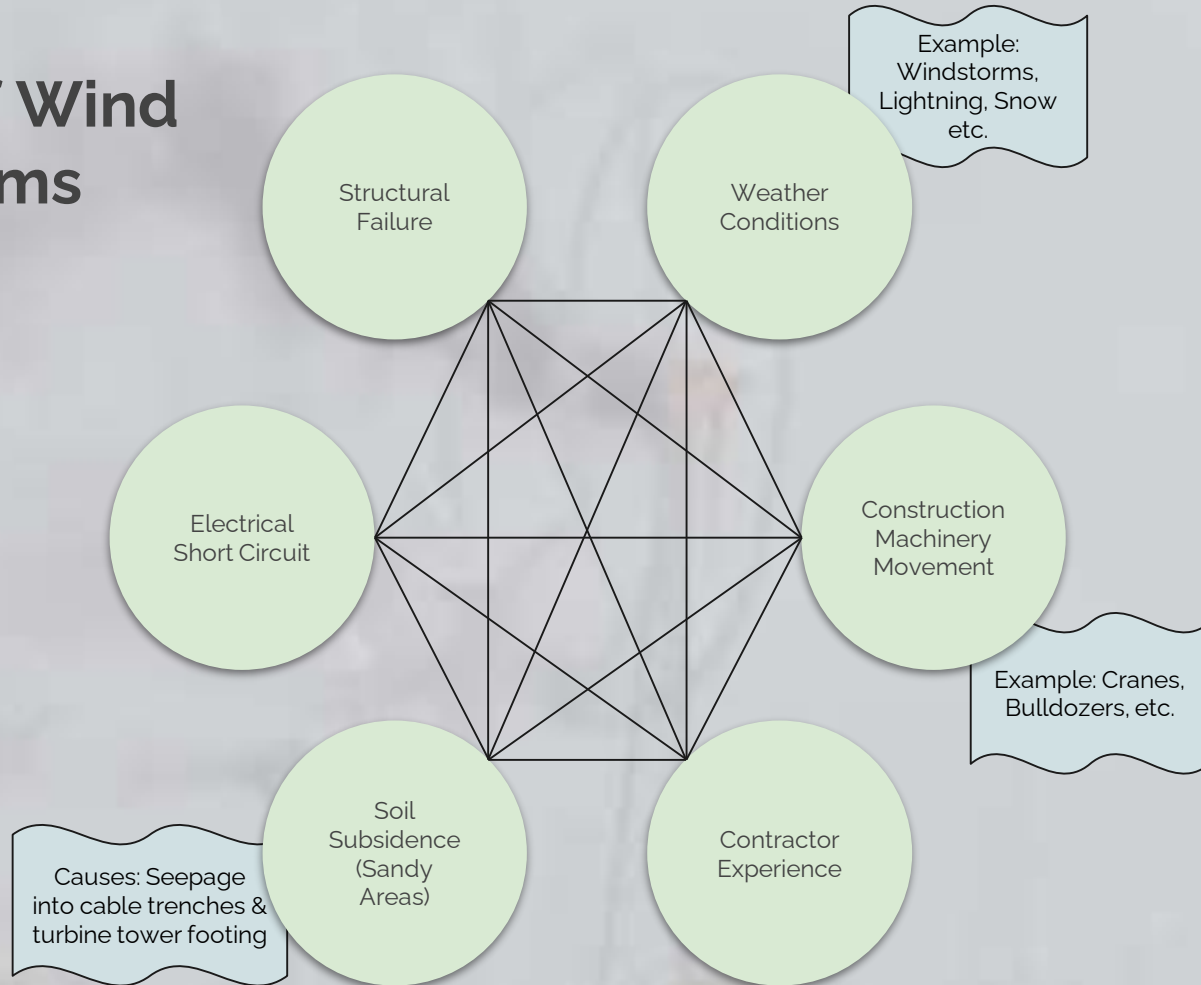


Major Causes of Accidents



Sources of Human Failure

Causes of Wind Farm Claims



Unopened Equipment Submerged



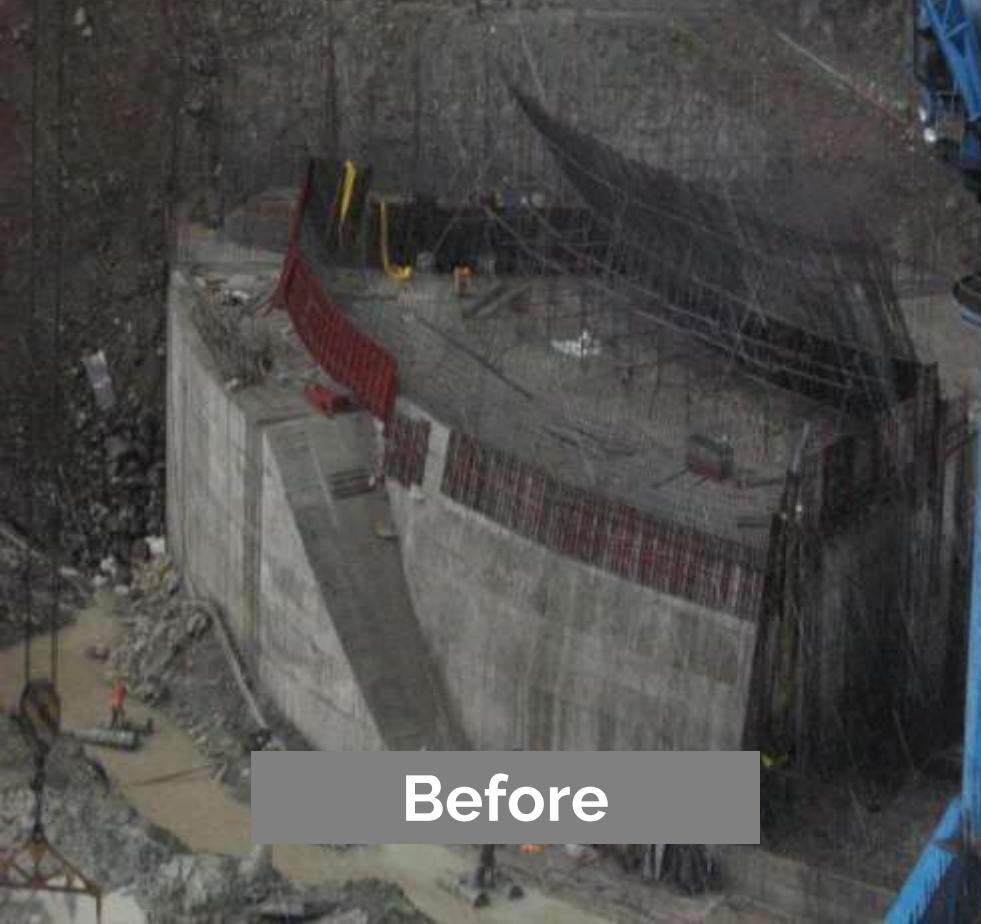
Unopened Equipment Submerged



Gas Turbine Compressor Stator Vanes Damage



Powerhouse



Before



After

Solar Panels Damaged by Windstorm



*Lessons &
takeaways*



- ❑ Flood & Inundation Losses: Return period based design calculations need to be revisited because **climate change weather patterns** mean that statistical models now need to include safety margins in heavy rainfall regions
- ❑ Project Construction delays always **increase exposure** for underwriters
 - ❑ Post Covid
 - ❑ Port congestion
 - ❑ shipping backlog
- ❑ Increasing knowledge base of **Cyber Crime** losses and investigations
- ❑ Regular follow up by **Insurers** and **Risk surveys** are always helpful
- ❑ Continuous **Learning** and **Retraining**

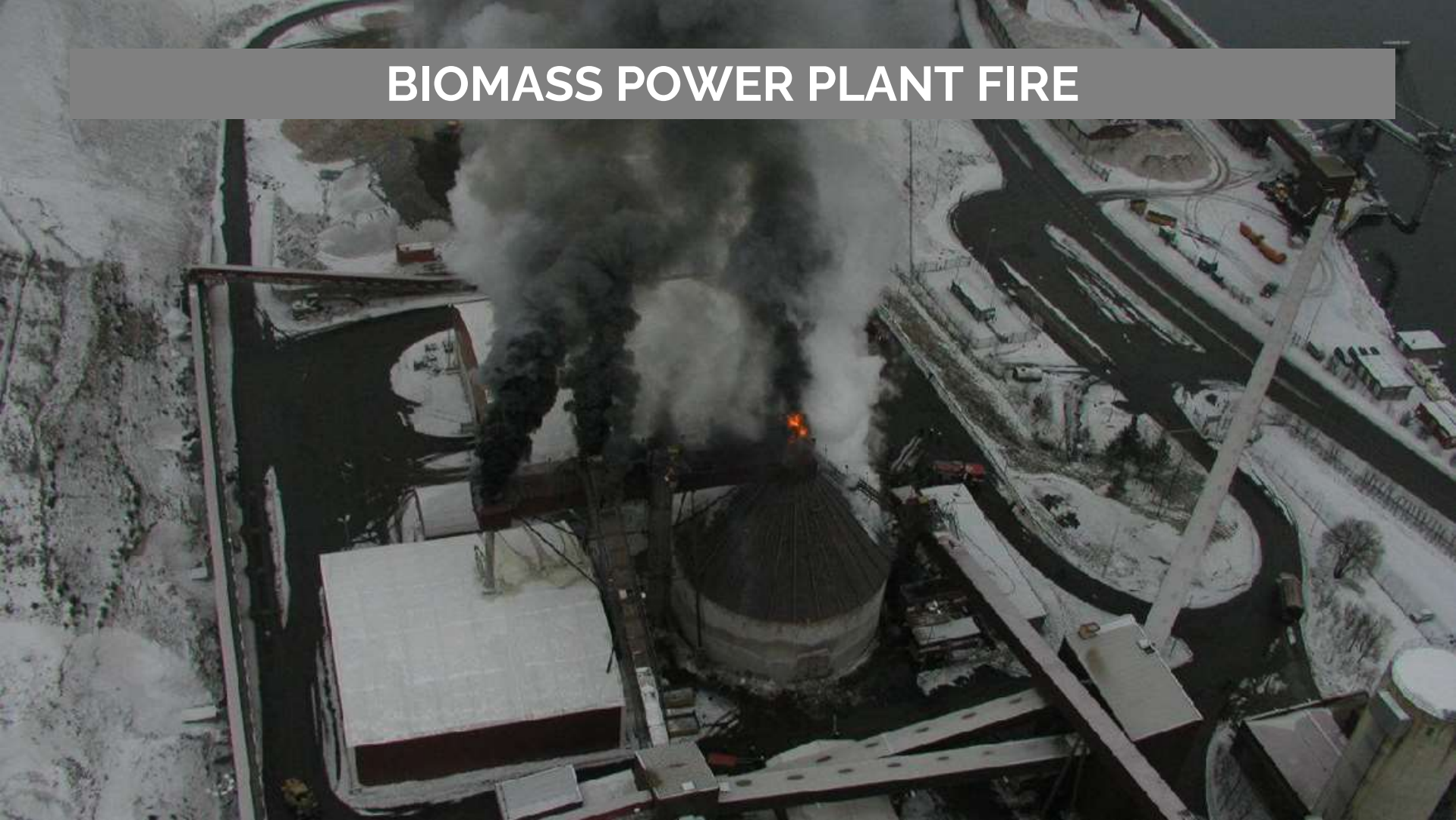
Gas Turbine Rotor Shaft damage



Wind Turbine During Windstorm



BIOMASS POWER PLANT FIRE



Buses Burning in Brazil

