

SPECIALIST RECOVERY SERVICE



INTRODUCTION

RECLAIM Consulting Services (RECLAIM) is one of the leading providers of claims recovery services and is a dedicated team within Marsh's Global Claims Practice, working in conjunction with Marsh's Marine Practice. Marsh is a global leader in insurance broking and risk management.

The RECLAIM team comprises professionals with considerable experience in the successful pursuit of recoveries in both the marine and non-marine sectors. Our services are available to Marsh and non-Marsh clients at a local and international level, who may have sub-deductible and/or self-insured or uninsured losses, as well as to subrogated insurers.

RECLAIM's success is based on a totally client-focused approach. Our goal is to achieve the best possible results for clients in the quickest time.

As part of a larger group, RECLAIM and its clients benefit from access to Marsh & McLennan Companies' global resources and worldwide expertise.

OUR SERVICES

RECLAIM individually tailors its services to meet the needs of companies that are exposed to or who underwrite risk.

RECLAIM provides technical handling, adjustment and negotiation of cargo, and other transport-related recoveries.

The team can assist clients faced with requirements for financial recoveries arising from domestic or international carriage of goods and under all manner of contracts. These would typically involve international regimes such as Hague-Visby Rules for sea freight, CMR¹ for European road transits, Montreal Protocol/Warsaw Convention for air freight, CIM (COTIF²) for rail movements as well as any domestic terms applying, such as RHA³ and BIFA⁴ within the United Kingdom, and Carmack Amendment for the United States.

In addition to these carriage risks, RECLAIM has broad experience in the handling of warehousing and storage recoveries worldwide. Recoveries are remunerated on a "no win, no fee" basis⁵. This philosophy provides assurance to clients that there is no financial risk should the recovery action not be successful.

Whenever a client suffers a loss, RECLAIM will seek to give an honest assessment of recovery potential for each new instruction to ensure that the client is fully aware of the prospects from the outset. The client will then be provided with information on developments throughout the recovery as and when they occur.

We have achieved significant results for uninsured clients and subrogated insurers, making a tangible financial difference to their business.

BENEFITS OF RECLAIM TO CLIENTS

RECLAIM CAN HAVE A POSITIVE IMPACT FOR THE FOLLOWING REASONS:

- A measurable and positive effect on the balance sheet if a recovery is successful.
- Full understanding of the relevant industry sectors.
- High-quality professional expertise.
- Competitive pricing.
- Access to and support of the global Marsh network.

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1. Convention on the Contract for the International Carriage of Goods by Road.
 2. Convention concerning International Carriage by Rail.
 3. Road Haulage Association.
 4. British International Freight Association.
 5. Marsh does not undertake any legal activities.

For more information about RECLAIM Recoveries and other solutions from Marsh, visit marsh.com, or contact your local Marsh representative.

DAVID BUMPHREY
Senior Vice President
RECLAIM Recoveries Manager
T: 01603 207268
F: 01603 207562
M: 07825 782606
E: david.bumphrey@reclaimconsulting.com

NEIL BURRAGE
Vice President
Recoveries Consultant
T: 01603 207935
F: 01603 207562
M: 07585 803028
E: neil.j.burrage@reclaimconsulting.com

RECLAIM Consulting Services
Marsh Ltd
Victoria House
Queens Road
Norwich
NR1 3QQ
www.reclaimconsulting.com

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