



MARSH CLAIMS ADVOCACY & CLAIMS PREPARATION

A powerful earthquake recorded at 7.8 magnitude hit the North Canterbury region of New Zealand's South Island on Monday 14 November, followed by numerous aftershocks, with damage reported over an extremely wide area. Damage to infrastructure is serious but the full extent of human, property, and commercial losses is still unfolding.

Marsh has extensive experience in handling earthquake claims, gained from practical knowledge. We successfully helped local and central government, commercial, charitable and private policyholders following the disastrous earthquakes in 2010 and 2011 with over 2,350 Canterbury earthquake claims valued in excess of \$3.3bn.

No matter the industry, we have the best claims professionals who can provide you with global expertise and proactive support to help manage this crisis. We offer claims leadership and other resources to help you mitigate your losses, focus your attention on your employees and community, and achieve a timely recovery and return to business.

The actions taken at an early stage can be essential to an organisation's finances, operations, and overall success. Marsh's Forensic Accounting and Claims Services (FACS) Practice can help your company assess its damage and financial loss and prepare a claim, while Marsh Claims Advocates can aid you in preparing a claim strategy to maximise your chances of a successful claim in optimal time.

A successful claims settlement does not happen by accident. Claims have to be managed professionally and proactively from start to finish. Marsh's claims advocates have a proven track record of getting claims over the line— from the initial proactive strategy to detailed claims preparation and analysis to final presentation, negotiation and resolution – we are here to serve our clients in their time of need.

The FACS team provides expert, practical, down-to-earth solutions to manage claims risks and protect client interests. FACS operates on a truly global basis, providing the benefit of being able to readily draw upon the resources and expertise of our overseas offices when the situation demands.

Having both FACS and claims advocacy functions places Marsh in the position of being one of the few, brokers in New Zealand able to provide its clients with a combined claims preparation and claims advocacy service offering.

CATASTROPHIC EVENT INSURANCE CLAIMS

Severe earthquakes can have far reaching implications if your company conducts business in the affected regions; whether physically located there or reliant on a supply of inputs, goods, or services. We can help manage, prepare and present your insurance claims so you can focus on running your business and assisting your people. Our services include post-event loss analysis of:

- Property damage.
- Extra expense.
- Business interruption loss of revenue or profits.
- Contingent business interruption losses.
- Service interruption.
- Supply chain disruption.

FOR FURTHER INFORMATION PLEASE CONTACT:

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POLICY FEATURES

We are experienced in handling earthquake claims and we are here to assist our clients understand the policy features which are likely to be relevant including:

- Deductibles.
- Payments on account.
- Coverage for building code upgrades.
- Reinstatement vs cash settlement options.
- Sub-limits applications.
- Contingent business interruption/supply chain issues.
- 72-hour event clauses.

PRACTICAL CONSIDERATIONS

Your insurers and their representatives are expert at claim handling and “adjusting” the claim and Marsh can assist you; we have the right skills to manage the claim effectively, and look after your interests. There are a number of areas where you can draw on our knowledge and expertise, specifically:

- Liaison with loss adjusters.
- Speed of evaluation/claim preparation.
- Government and local authority intervention.
- Negotiation and resolution of contentious issues.

MARSH CLAIMS ADVOCATES

Marsh New Zealand has six Auckland-based property claims advocates led by Nadine Taylor, Claims Operations Manager. Marsh’s claims advocates have decades of claims experience in the New Zealand market, at leading brokers and insurance companies.

HEAD OF CLAIMS ADVOCACY – PETER GOODALL

Peter Goodall is our New Zealand Head of Claims Advocacy and has practised for 15 years as a dispute resolution lawyer in London and Auckland, specialising in insurance and reinsurance. Since 2009, his policy and claims expertise and long-standing relationships with senior claims management at New Zealand insurers has resulted in the resolution of many challenging and complex claims for Marsh clients.

“A very valuable extra perspective on many of the hard issues. We would not have got the result we have without you!”

Client with \$300m+ earthquake claim

“Your fresh thinking around a statistical approach ... was innovative, and created a platform that encouraged our insurer to be reasonably forthcoming in their approach to the balance of the claim”.

Client CEO with a million dollar earthquake business interruption claim

FORENSIC ACCOUNTING AND CLAIMS SERVICES – GEORGE GERMANIS

George Germanis is a Senior Consultant with Marsh’s FACS practice, based in the Auckland Office, and is responsible for the day to day management of claims and development of the New Zealand practice.

George has extensive experience in chartered accountancy and subsequent commercial roles where he held positions in financial analysis and risk management before joining Marsh’s FACS practice as a senior consultant in 2011.

George’s direct experience from the Christchurch earthquakes includes claim preparation for clients across a range of industries including property, manufacturing, media, government and banking.

About Marsh: Marsh is a global leader in insurance broking and risk management. Marsh helps clients succeed by defining, designing, and delivering innovative industry-specific solutions that help them effectively manage risk. Marsh’s approximately 27,000 colleagues work together to serve clients in more than 130 countries. Marsh is a wholly owned subsidiary of Marsh & McLennan Companies (NYSE: MMC), a global professional services firm offering clients advice and solutions in the areas of risk, strategy, and people. With 57,000 colleagues worldwide and annual revenue exceeding US\$13 billion, Marsh & McLennan Companies is also the parent company of Guy Carpenter, a leader in providing risk and reinsurance intermediary services; Mercer, a leader in talent, health, retirement, and investment consulting; and Oliver Wyman, a leader in management consulting. Follow Marsh on Twitter @MarshGlobal, or on LinkedIn, Facebook and YouTube.

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