



THE CHARTERED INSTITUTE
OF LOSS ADJUSTERS

TECHNICAL DAY - ADJUSTING IN A RECESSION PROGRAMME

22.04.2024
9:30AM - 4:30PM

Property
SIG





THE CHARTERED INSTITUTE
OF LOSS ADJUSTERS

INTRODUCTION



TOBY KNIGHT FCII FCILA FIFAA
PROPERTY PRACTICES DIRECTOR
MCLARENS
CILA PROPERTY SIG CHAIR



MIKE MCLEAN
MAJOR LOSS REGIONAL DIRECTOR
CRAWFORD & COMPANY



PAUL REDINGTON
REGIONAL MAJOR LOSS
PROPERTY CLAIMS DIRECTOR
ZURICH

THANK YOU FOR ATTENDING THE 2024 TECHNICAL DAY - ADJUSTING IN A RECESSION.

THE CILA PROPERTY SPECIAL INTEREST GROUP HAS CREATED AN EXCITING PROGRAMME WHICH WILL EXPLORE AN ARRAY OF TOPICS ON THIS SUBJECT INCLUDING THE REAL DAY TO DAY IMPACT ON PROPERTY CLAIMS, THE UNIQUE CHALLENGES CONFRONTED BY ADJUSTERS AND ACTIONABLE SOLUTIONS.

THE DAY WILL START WITH AN INFORMATIVE INTRODUCTION ON THE CURRENT POSITION OF THE ECONOMY ITSELF BEFORE DELVING IN TO HOW THIS ALL REFLECTS ON THE PROPERTY INSURANCE MARKET.

TO CAPTURE AN IN-DEPTH POSITION AND EXAMINE THE COMPLEXITIES, WE WILL BE HEARING FROM A NUMBER OF DIFFERENT PROFESSIONALS AND SPECIALISTS INVOLVED IN THE PROPERTY CLAIMS INDUSTRY.

WE WOULD LIKE TO TAKE THIS OPPORTUNITY TO THANK OUR WONDERFUL SPEAKERS, OUR PROPERTY SIG SPONSORS GATELY SMITHERS PURSLOW AND POLYGON AND ALL OUR VOLUNTEERS WHOSE HARD WORK HAS ENABLED US TO BRING THIS EVENT TOGETHER.

WE HOPE YOU ENJOY THE DAY.



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9:30AM-9:45AM

REGISTRATION & REFRESHMENTS

**PLEASE ALLOW FOR 15 MINUTES EXTRA ON ARRIVAL FOR
REGISTRATION**

9:45AM-10AM

WELCOME & INTRODUCTION



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10AM-11AM

THE SITUATION AS IT STANDS

THIS SESSION WILL DELIVER AN OVERVIEW OF THE MARKET AND ECONOMY AS IT STANDS IN THE UK AND WORLDWIDE TODAY. WHAT WE CAN EXPECT TO SEE IN THE FUTURE AND THE POTENTIAL COMPLICATIONS THAT WILL AFFECT OUR INDUSTRY AND PROFESSIONAL DUTIES.

IT'S NO SECRET THAT THE ECONOMIC FORECAST FOR THE UK HAS BEEN AS GRIM AS THE WEATHER LATELY. BETWEEN INFLATION, BREXIT AND COVID THE COST OF LIVING CRISIS HAS BECOME A BUZZ-WORD THAT ENCAPSULATES REAL LIFE AND IMMEDIATE STRESSES FOR THE CITIZENS OF THE UK. ALL AREAS OF LIFE BOTH, PROFESSIONAL AND PERSONAL, BLUR UNDER THE HAZE OF FINANCIAL STRAIN BUT IS THERE HOPE IN SIGHT?

SPEAKERS: TBC



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11AM-11:30AM

REFRESHMENT BREAK

**A CHANCE TO REFRESH AND RECHARGE, AND DISCUSS
'THE SITUATION AS IT STANDS' WITH PEERS.**



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11:30AM-12:30PM

THE IMPACT OF A RECESSION IN PROPERTY ADJUSTING - PART 1

A SESSION EXPLORING WHAT IMPACT A RECESSION HAS ON PROPERTY CLAIMS DAY TO DAY.

THIS SESSION WILL EXAMINE INFLATION FOR BUILDINGS, CONTENTS AND MACHINERY IN THE CONTEXT OF RESERVE SETTING, THE IMPACT ON THE SEARCH FOR ALTERNATIVE ACCOMMODATION AND ALSO THE NUMEROUS CHALLENGES AROUND UNOCCUPIED PROPERTIES.



MIKE MCLEAN
CRAWFORD &
COMPANY



**BERNARD
CONNOLLY**
CRAWFORD &
COMPANY



TIM GOODMAN
INSURANCE CLAIMS
ACCOMMODATION
BUREAU



TOBY KNIGHT FCII
FCILA FIFAA
MCLARENS



MICHELLE HAYNES
ACII FCILA
AVIVA



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12:30PM-1:30PM

LUNCH

**TAKE THIS TIME TO REFUEL WITH A TASTY LUNCH AND
FEEL ENERGISED FOR THE AFTERNOON SESSIONS.**



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1:30PM-2:30PM

THE IMPACT OF A RECESSION IN PROPERTY ADJUSTING - PART 2

AS WELL AS CONSIDERING THE IMPLICATIONS OF A POTENTIAL PROPERTY ADJUSTING SKILLS GAP IN SUCH AN ECONOMIC ENVIRONMENT AND PRESSURES AROUND THE CONSUMER DUTY ACT, IN COLLABORATION WITH THE CILA ANTI-FRAUD SIG, WE WILL ALSO DELVE IN TO THE PITFALLS AND TRENDS IN FRAUDULENT CLAIMS AND WHAT WE AS LOSS ADJUSTERS CAN EXPECT AND DO TO MITIGATE LOSSES.

WE WILL CONSIDER EMERGENT FRAUD SCENARIOS AND WHERE THE FINE LINE BETWEEN EXAGGERATION AND FRAUD COULD BE DRAWN WITH UNDERINSURANCE ON THE RISE THROUGH DELIBERATE UNDERSTATEMENT OR MISREPRESENTATION.



GARRY SLATER
CLAIMS
CONSORTIUM
GROUP



LUKE BRANNIGAN
CRAWFORD &
COMPANY



ALISON UNWIN
SEDGWICK



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2:30PM-3PM

REFRESHMENT BREAK

**A CHANCE TO REFRESH AND RECHARGE, AND DISCUSS
THE IMPACT OF A RECESSION IN LOSS ADJUSTING
WITH PEERS.**



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3PM-4PM

PANEL SESSION

THIS LIVELY PANEL SESSION WILL EXPLORE THE TOPICS FROM THE DAY AND POTENTIAL OPPORTUNITIES AND OBSTACLES WE CAN SEE FOR CLAIMS PROFESSIONALS.

DEBATED BY AN ADJUSTER, INSURER, BROKER, SURVEYOR AND RESTORATION EXPERT TO GIVE A ROUNDED VIEW ON THE TOPICS RAISED.



PAUL REDINGTON
ZURICH



**MICHAEL
LEDGERTON**
MCLARENS



NEIL GRIMES
CLEAR INSURANCE
MANAGEMENT



ALEX WRIGHT
GATELEY SMITHERS
PURSLOW



RICHARD DONE
POLYGON UK



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4PM-4:30PM

CONFERENCE CLOSE

ENJOY A DAY OF INSIGHTFUL SESSIONS, DISCUSSIONS WITH PEERS
AND KNOWLEDGE SHARING AT PROPERTY SIG TECHNICAL DAY:
ADJUSTING IN A RECESSION.

WE LOOK FORWARD TO WELCOMING YOU.