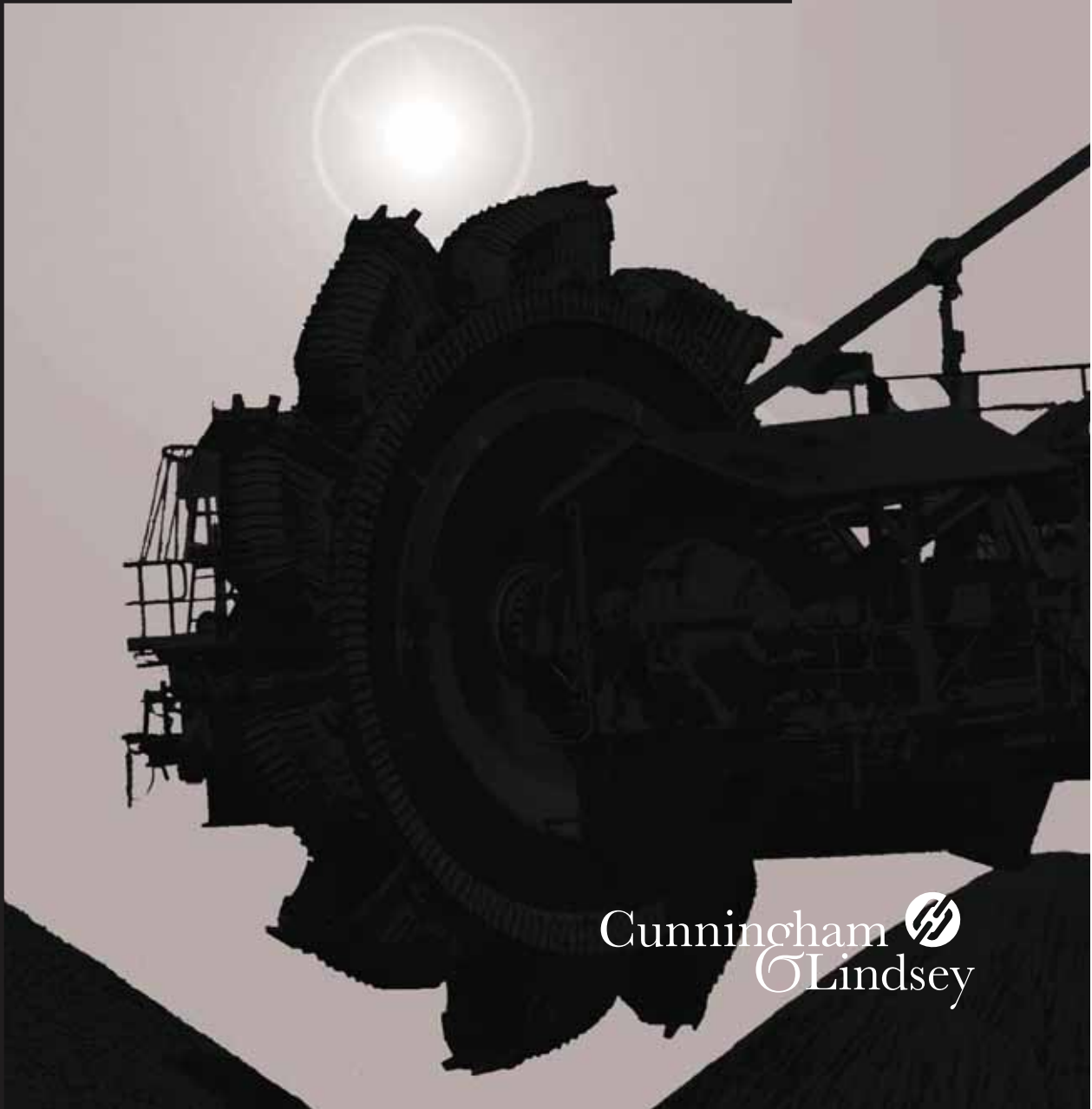


# Mining

Global Practice Group



Cunningham   
& Lindsey

# Introducing Cunningham Lindsey's Global Mining Practice Group



THE FACTS

Large scale, major losses within the mining industry are by their very nature intricate, dirty and full of challenges. In the absence of strong leadership, these losses can and too frequently do, take on a life of their own. At Cunningham Lindsey we provide this leadership.

Our straight talking, Global Mining Practice Group has the technical expertise to handle your mining claims.

**Resolving conflicts**

We understand that mining claims are often complex due to their size and differing expectations between the insurers and insureds. Resolving conflicts quickly, finding resolutions cost effectively is our speciality. We project manage the loss from start to finish, keeping you informed every step of the way.

**Combining our expertise**

We combine the expertise of loss adjusters, forensic accountants, engineers and surveyors with in-depth business expertise, tailored to assist you with a comprehensive claims management services. This includes the adjustment, management and negotiation of major and complex insurance claims.

**Ready to respond**

Our Mining Practice Group, who are located all over the world, are ready to respond to any loss situation including:

- Business interruption
- Casualty
- Catastrophe management
- Collapse/rock fall
- Construction and engineering
- Creep heave
- Economic loss and ALOP
- Fire and explosion
- Flooding
- Machinery breakdown
- Machinery accidents
- Property damage

You can be assured that our specialist mining practice group has the strength and stability to become your independent expert on any mining claim.

The best advice we can give you is to contact us as soon as possible.



## Your local loss adjuster

Our specialist team of mining adjusters live and breathe this industry. We really understand the complex nature of your claims and are ready to provide an immediate on-site response anywhere in the world.

Once you assign one of our regional champions they will personally be held accountable for the level of service you receive.

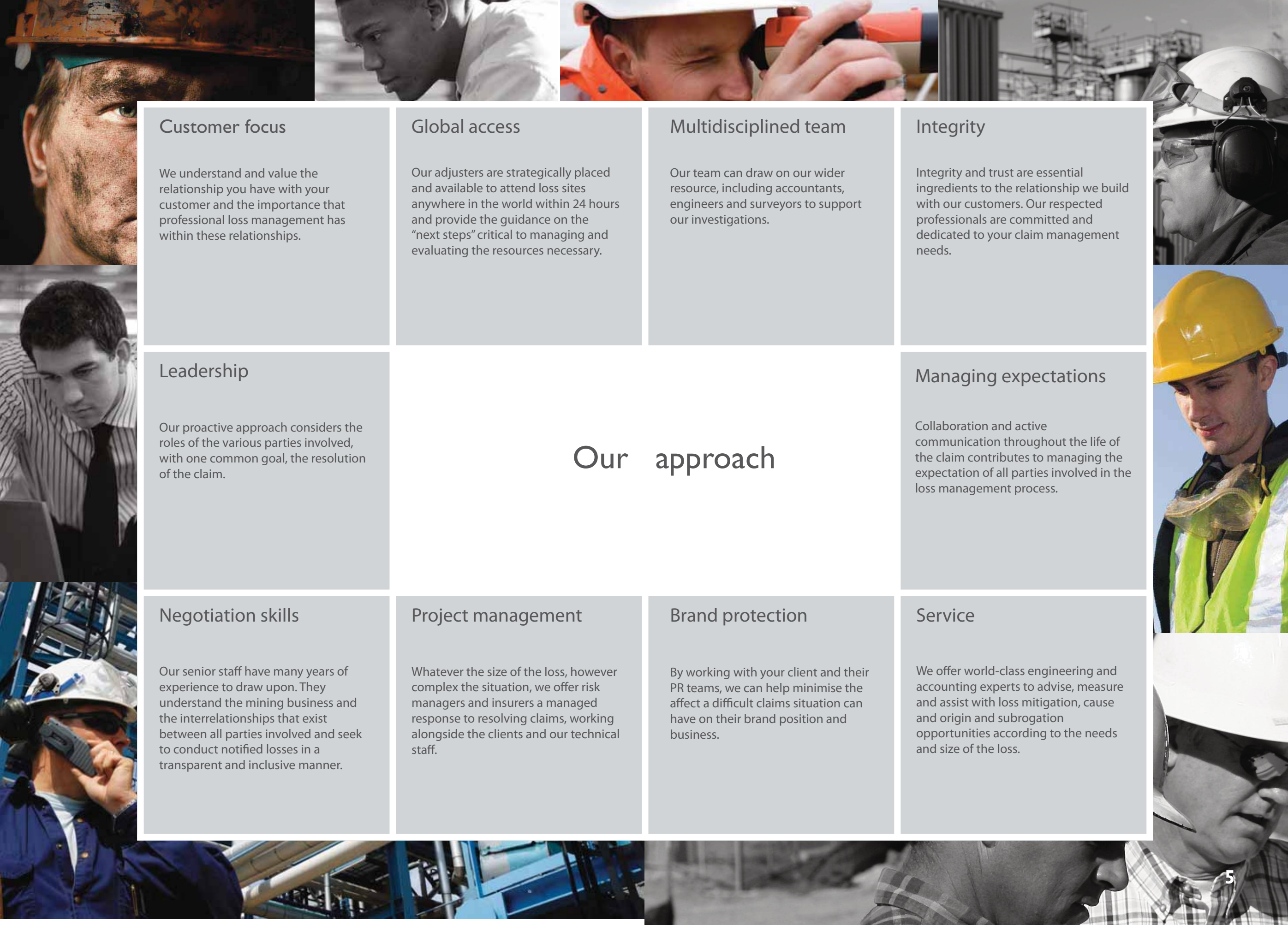
We will liaise with our global network of adjusters, who are based in your local markets to understand your cultures, licensing restrictions and local companies ensuring that we handle your claim quickly, cost effectively and efficiently.

Our reputation is founded upon truly understanding the industry and individuals involved; having a commitment to excellence in our adjusting approach and also believing in the power of negotiation, strong team work and a dedication to exceptional project management.

We have handled hundreds of major mining losses involving floods, landslides, access route interruptions and plant losses of every description; together with hydroelectric, ventilation, electrical and communication systems on both open cut, deep and mixed mines.

**“We believe in the power of negotiation, teamwork and effective project management”**

We are ready to draw upon our many years of experience providing you with real solutions to your mining claims, ensuring that we always get the job done.



### Customer focus

We understand and value the relationship you have with your customer and the importance that professional loss management has within these relationships.

### Global access

Our adjusters are strategically placed and available to attend loss sites anywhere in the world within 24 hours and provide the guidance on the “next steps” critical to managing and evaluating the resources necessary.

### Multidisciplined team

Our team can draw on our wider resource, including accountants, engineers and surveyors to support our investigations.

### Integrity

Integrity and trust are essential ingredients to the relationship we build with our customers. Our respected professionals are committed and dedicated to your claim management needs.

### Leadership

Our proactive approach considers the roles of the various parties involved, with one common goal, the resolution of the claim.

## Our approach

### Managing expectations

Collaboration and active communication throughout the life of the claim contributes to managing the expectation of all parties involved in the loss management process.

### Negotiation skills

Our senior staff have many years of experience to draw upon. They understand the mining business and the interrelationships that exist between all parties involved and seek to conduct notified losses in a transparent and inclusive manner.

### Project management

Whatever the size of the loss, however complex the situation, we offer risk managers and insurers a managed response to resolving claims, working alongside the clients and our technical staff.

### Brand protection

By working with your client and their PR teams, we can help minimise the affect a difficult claims situation can have on their brand position and business.

### Service

We offer world-class engineering and accounting experts to advise, measure and assist with loss mitigation, cause and origin and subrogation opportunities according to the needs and size of the loss.

## What we do

To put our dedication to mining into context, we have dedicated mining experts spread throughout the globe, offering you a 24 hour, 7 day a week service.

Our mining team is also supported by over 6,800 Cunningham Lindsey employees, throughout 65 countries.

We understand that mining adjusting is about finding solutions, based on a thorough understanding of all the issues.

You can trust in our people, brand and track record of dealing with mining claims to know that when you use Cunningham Lindsey you have the right people, for the right job.

Our experience includes:

- Catastrophe response, losses that seriously impact mine production and resulting in lost sales
- Site recovery, dealing with regulations, controlling water treatment and proper disposal etc.
- Dealing with severe mechanical damage to long wall mines
- Understanding challenges associated with replacement of mining equipment
- Loss management and settlement following the flooding of underground workings of platinum mine
- Deep seated mines with significant property damage and business interruption
- Conveyor system collapses causing change of mine plan with impact to sales and production

## Who you'll be working with

**Denis Smith ANZIIF**

Global Mining Practice Leader

I started my career in the insurance industry in 1967 with a major Australian insurer working in the claims sector. My career then developed as I held positions with various international insurers in Australia, the United Kingdom and the United States, occupying senior positions heading up insurers' international claims departments with worldwide responsibility for energy and property claims.

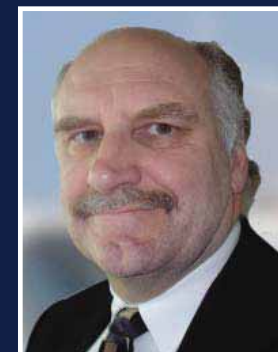
I have specialised in mining industry claims for over 15 years, dealing with some of the largest losses ever to hit the international market.

In 2006, I joined Cunningham Lindsey based in Vancouver. I focus on large loss management and claims adjustment services tailored for the mining sector with an emphasis on a strong technical discipline and core customer service values.

With many years of senior claims management experience, I am delighted to be heading up this specialist mining practice group. I firmly believe that with this core team of specialist mining experts, coupled with the support of our adjusting network who will provide advice on material damage, business interruption, power, CAR/EAR- ALOP and machinery breakdown, we are ready to handle any mining claim.

Outlined over the next few pages are the details of our leading mining adjusters who are supported by local mining adjusting teams worldwide. If you would like to assign a claim, discuss a project nomination or simply find out more about how we work, please contact us.

Tel: +1 604 632 9903  
Mobile: +1 778 668 4744  
dsmith@mining-cl.com




# Regional Contacts

Outlined below are the regional contacts who are supported by a vast network of mining adjusters throughout the globe.



**Denis Smith**  
Canada



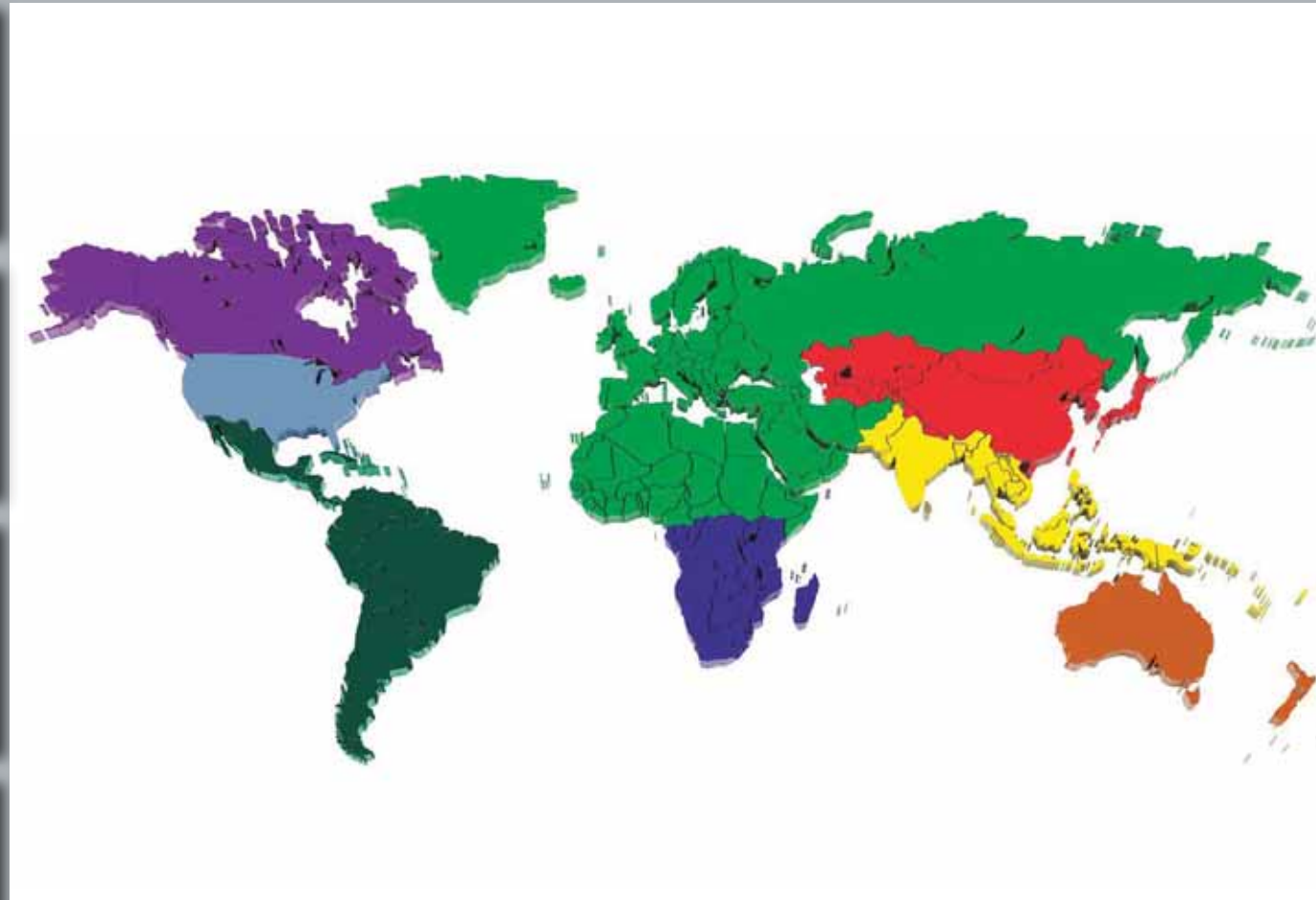
**Jimmy Smith**  
United States




**Peter Ravey**  
Latin America




**John Morley**  
Southern Africa



**Francis Barber**  
Europe/Middle East/  
North Africa



**Russell Henderson**  
North Asia



**Alan Gallacher**  
South Asia



**Murray Rowley**  
Australia/  
New Zealand

# Regional Contacts

## Denis Smith ANZIF



As a former claims manager for several large multinational insurers, Denis has been involved for many years in the management of large mining losses.

### Significant losses/projects handled

Rio Tinto	Placer lift failure \$80m, South Africa
Furnace damage \$50m, South Africa	Cyclone losses \$750m, Australia
Water main breakage \$15m, Canada	Gold mine bench collapse \$135m, Indonesia

### Contact details - Vancouver, British Columbia, Canada

Tel: +1 604 632 9903 | Mobile: +1 778 668 4744 | Email: dsmith@mining-cl.com

## Jimmy Smith BSc ACII ACILA DFCILA FEUDI ELAE



Jimmy has over 30 years' diverse experience in handling a variety of mining claims losses.

### Significant losses/projects handled

Flooding - property damage, business interruption of underground gold and silver mine US\$8m  
 Fire - property damage, business interruption US\$10m  
 Collapse property damage, business interruption of underground coal mine US\$25m

### Contact details - Georgia, United States

Tel: +1 770 828 0098 | Mobile: +1 678 314 3576 | Email: jsmith@mining-cl.com

## Peter Ravey BSc CEng MIMechE



During his 20 years residence in Latin America and the Caribbean, Peter has dealt with various property and business interruption claims related to failures in plant and equipment and from natural perils such as flooding and earthquake in many countries within the region. Peter is also fluent in Spanish.

### Significant losses/projects handled

Earthquake damage to copper mine US\$20m, Peru	SAG Mill US\$2m, Chile
Vent fan/furnace, machinery breakdown US\$1m, Peru	Conveyor belt system failures US\$4m, Venezuela
Crusher, machinery breakdown US\$1m, Venezuela	Various losses at coal mine US\$3m, Venezuela
Bucket ladder dredger, ladder fracture US\$4m, Bolivia	Various losses at metal refinery US\$1m, Bolivia

### Contact details - Caracas, Venezuela

Tel: +58 212 286 4635 | Mobile: +58 414 286 2000 | Email: pravey@mining-cl.com

## John Morley (MBS) BSc Eng (Chem)



John has over 15 years' experience within the insurance industry, he had handled a number of losses for mining companies throughout Southern Africa.

### Significant losses/projects handled

Fire within sub-station in copper mine US\$250m, Chile  
 Flooding of underground workings in platinum mine US\$200m, South Africa  
 Fire on conveying system in coal mine US\$50m, South Africa  
 Underground fire in coal mine US\$55m, South Africa  
 Fire in MCC control room/electrical switchgear in titanium mine US\$50m, South Africa  
 Fall of ground in platinum mine US\$30m, South Africa

### Contact details - Johannesburg, South Africa

Tel: +27 11 557 9000 | Mobile: +27 82 553 0574 | Email: jmorley@mining-cl.com

## Francis Barber BSc MSc CEng Ing Eur MICE FCGS FCILA



Francis has over 26 years' experience in dealing with mining claims all over the world. He has handled major losses involving mine fire, roof collapses and raise-boring losses throughout Europe, Middle East and Africa.

### Significant losses/projects handled

Collapse of conveyor tunnel, copper mine US\$300m, Chile  
 Collapse of longwall face US\$6.3m, United Kingdom  
 Spon Com fire in longwall mine US\$90m, Spitsbergen  
 Spon Com fire in coal mine US\$100m, Australia  
 Footwall failure in open cast copper mine US\$70m, Zambia

### Contact details - London, United Kingdom

Tel: +44 20 7816 1823 | Mobile: +44 7785 316 814 | Email: fbarber@mining-cl.com

## Russell Henderson BSc MRICS FCILA FEUDI ELAE



Russell has spent over 17 years in loss adjusting, handling a wide variety of construction and erection claims and is well known in the Hong Kong market.

### Significant losses/projects handled

Extensive works tunnels/slope loss, China  
 Tunnel and storm losses, Philippines  
 Open excavation collapse US\$14m, Korea  
 Landslide claims, property damage US\$4m, Korea  
 Tunnelling works caused subsidence to the apron of the domestic airport US\$5m, Korea

### Contact details - Hong Kong

Tel: +852 2520 4101 | Mobile: +852 9049 9636 | Email: rhenderson@mining-cl.com

## Murray Rowley BCom FCA ANZIF (Snr Assoc) FCILA (UK) FCLA FEUDI ELAE



Murray is internationally recognised for the handling of major property and business interruption claims particularly in the mining, energy and downstream processing industries. His ability to fly directly in his own aircraft to remote mining sites throughout Australia aids the prompt delivery of adjuster service and loss mitigation response.

### Significant losses/projects handled

Severe fire damage to excavator	Bucketwheel reclaimer collapse
Catastrophic damage to shaft hoisting system	Severe flooding from monsoonal low pressure systems
Cyclone damage & Acid Plant failure	Roof falls in the tailgate area of Longwall

### Contact details - Brisbane, Australia

Tel: +61 7 3202 5186 | Mobile: +61 418 723 583 | Email: mrowley@mining-cl.com

## Alan Gallacher FCII FIRM FCILA FIFAA FEUDI ELAE



Alan has over 26 years' experience as a loss adjuster dealing with a variety of mining claims all over the world.

### Significant losses/projects handled

Coal mine landslide, business interruption US\$60m	Coal mine floods, business interruption US\$12.5m
Multiple claims for conveyor systems US\$1m - US\$3m	Coal handling system/stacker collapse US\$10m
Copper smelter breakdown US\$30m	Contractors equipment, coal mines US\$1m-3.5m

### Contact details - Jakarta, Indonesia

Tel: +62 21 719 2507 | Mobile: +62 812 101 2706 | Email: agallacher@mining-cl.com

## What our clients say

"As independent adjusters, Cunningham Lindsey managed Goldcorp claims in a fair and professional manner and in a very reasonable time frame."

David Parsons, Director  
Goldcorp Inc

"I have successfully worked with Denis Smith of Cunningham Lindsey on many large and complicated losses over the years. I find his approach and ability to cut to the chase not only refreshing but the way insurance was really meant to work. I would highly recommend him and his approach to anyone who wants large difficult and complex claims resolved."

Rob Tutchener  
Global Head of Group Risk Management  
Rio Tinto

## Easy to do business with

There are a number of key aspects to our adjusting philosophy that have contributed to our success over the past few years.

### Resolving claims

We see it as our role to be proactive in resolving claims. Insurers' instructions will be sought on complex issues although we always aim to offer a considered view based upon all aspects of the claim, with a proposed solution to any problem. Our priority is to drive the claim towards conclusion and in particular, to be seen by all parties to take active measures to achieve this goal.

### Communication

We work hard to achieve excellent levels of communication with insurers, brokers and insureds. This is made possible by regular liaison and meetings with the relevant parties by our adjusters, enabling everyone to be confident that they are being kept informed of all developments.

### Clarity

Just as our reports are designed to be clear and comprehensive, our aim is for the insureds to also clearly understand what is required to progress individual claims.

We maintain a non-confrontational style and endeavour to work together to assist in the production of the information we require to satisfy ourselves on the extent of the loss.

After any meeting, there should be no doubt as to what information is needed to progress matters.

### Reporting

All reports will be presented in the clear, easy to understand language.

### 24 hour access to your claim information

For many years we have recognised how IT contributes to a first class service and have pioneered the development of tailored systems geared around your needs.

Using the full depth of our IT resources, we have developed web-based claims reporting and monitoring systems, which means that authorised clients have 24 hour access to claims information, 365 days a year.



GLOBAL NETWORK

## Global network

We undertake assignments in every country in the world from offices established in:



[cunninghamlindsey.com](http://cunninghamlindsey.com)



Argentina	Germany	Mexico	Singapore
Australia	Greece	Netherlands	Slovakia
Austria	Guam	Netherlands Antilles	South Africa
Bahamas	Hong Kong	New Zealand	Spain
Bahrain	Hungary	Nigeria	Sweden
Belgium	India	Oman	Taiwan
Bolivia	Indonesia	Pakistan	Thailand
Brazil	Ireland	Papua New Guinea	Trinidad
Canada	Israel	Peru	Turkey
Chile	Italy	Philippines	United Arab Emirates
China	Ivory Coast	Poland	United Kingdom
Colombia	Japan	Portugal	United States
Cyprus	Kenya	Qatar	Venezuela
Denmark	Korea	Romania	Vietnam
Dominican Republic	Kuwait	Russia	Zambia
France	Malaysia	Saudi Arabia	

Cunningham Lindsey's network of offices

