

Global Programmes

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Introduction

Cunningham Lindsey is one of the largest loss adjusting companies in the world, operating on a global basis with some 400 offices and 4000 staff.

We are committed to the provision of high quality loss adjusting and programme management services on a global basis and are a leading supplier to some of the world's largest multinational organisations, their risk managers, insurance consultants and other partners.

Cunningham Lindsey have the depth of resources, the experience, flexibility and approach to provide a fast and responsive service on a worldwide basis.



● Cunningham Lindsey Offices

Client requirements

Global programmes clearly require the support of a global network of adjusting offices to assist wherever a loss is sustained.

Each programme will be designed by the risk manager and their advisers to reflect the business goals and culture of the organisation. Each will have different reporting requirements and each will have subtleties which will need to be reflected by all those organisations involved in the resulting programme.

The involvement of a common adjuster to both insured and uninsured elements provides a smoothness and consistency of reporting which benefits all parties.



The involvement of an independent loss adjuster also provides the risk manager with a point of accountability, the captive with an extra level of resource that they might otherwise not possess and provides those commercial insurers involved with a good measure of comfort.

CLI approach - fulfilling client needs

It is recognised that insurance is only one part of a successful risk management programme and risk managers and insurers of every variety appreciate the consistent approach that a thoughtfully managed insurance/risk management programme brings to their operations and entities around the world.

We are familiar with a variety of different programme structures including those involving self insured retentions, captives and alternatively financed schemes together with those insured traditionally in the commercial market.

Our account management staff are experienced in different industry sectors; we seek to understand and blend into the corporate culture of the clients with whom we work; complex areas of coverage are agreed in an open and transparent manner and the results applied consistently wherever appropriate thereafter.

We constantly seek to fulfil our client's needs and can invariably apply the benefits of experience gained on similar programmes to improve processes and procedures.

We provide each client with a dedicated account management team to work with the programme participants from the outset in the establishment of service standards, reporting criteria and claims procedures and then to ensure adherence to these at every stage.

We look to maintain professional, though non-confrontational, relationships with those involved in global programmes and supply highly experienced professional staff to every aspect of the management of an account.

Why choose CLI

We see our involvement in global programmes as a partnership between all those involved in what can be sophisticated financial instruments.

Naturally we seek to respond promptly and authoritatively to our clients needs, our client management teams maintain a close interest in all key aspects of losses occurring and in the provision of ancillary services.

In addition to our loss adjusting expertise, we have developed customised solutions for on-line, real time access to claims and risk management data, conscious of the need for accurate MI that risk managers have.

We have also developed a market leading web enabled loss notification system, newloss.com, a system geared precisely to the needs of the global risk manager and suitable for the complexities of any permutation of global insurance or other risk managed programme.

CLI are happy to provide assistance for the formulation of specific procedures and protocols at programme inception and the presentation of management information/individual loss data to all interested parties at agreed intervals thereafter.

We look to develop relationships between our overseas personnel and our clients' corresponding staff in advance of loss notification where the risk manager feels it would be helpful.

We endeavour to assist our client's risk management teams in different aspects of their work and have for instance, participated in risk management training programmes both in our clients head offices and in key overseas or regional centres.

CLI have the experience and flexibility to respond to this, one of the most technically advanced spheres of insurance and one to which we are extremely committed.

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The link represents the strength and flexibility of Cunningham Lindsey who provide loss adjusting and claims management services around the world.

And the link connects us with our business partners: we are part of your service, delivering your promises.