

Charles Taylor
adjusting



proven expertise
global strength

Charles Taylor adjusting

No other company offers the same depth of expertise across the areas of aviation, energy, marine and non marine on a global basis.

That is because no company has brought together the expertise and traditions of market-leading adjusting firms.

Today, Charles Taylor adjusting provides access to an unrivalled range of specialist adjusting and risk consultancy skills. With our worldwide spread of offices and multi-lingual staff, we are committed to providing services to customers' exact requirements – producing innovative solutions and support with a high level of expertise.

Whatever the task, we aim to bring the best people and blend of disciplines to bear on our clients' adjusting and risk consultancy needs.

Charles Taylor aviation

The aviation professionals with a truly comprehensive range of skills and expertise to service our clients' needs.

Our team includes surveyors, risk and asset managers, adjusters and liability specialists, providing bespoke solutions to aviation insurers, aircraft operators, airports and aviation industry service providers.

Charles Taylor marine

A professional services division that provides expert advice to clients in the shipping, insurance and general maritime sectors. This includes marine claims adjusting and consultancy services to risk carriers around the world, with dedicated marine specialists in major insurance centres.

Charles Taylor energy

Through our strategically-located network of offices, our staff of experienced adjusters are committed to providing an expeditious, comprehensive and technically-competent professional service on the instructions of underwriters and insurers.

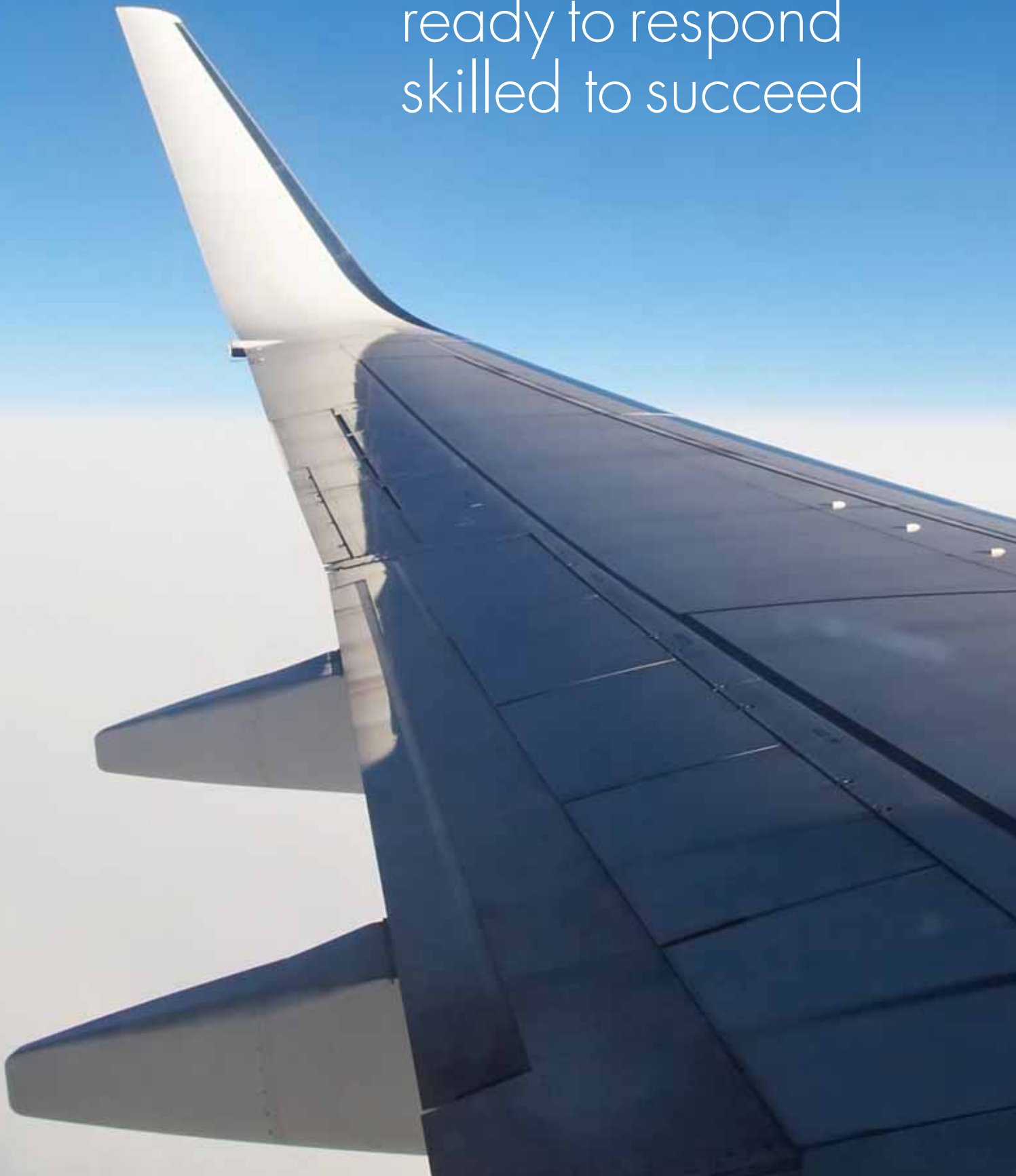
Charles Taylor non marine

We provide specialist claims adjusting and consultancy services in most non marine classes. We achieve this through our team of highly experienced chartered loss adjusters, engineers (civil, electrical, mechanical, petrochemical, chemical), building surveyors and accountants and the application of appropriate technical skills to every assignment.

rest assured, whatever's on the
horizon our services will respond

Charles Taylor
aviation

ready to respond
skilled to succeed



Ready to respond at any time.

Our team possesses the expertise and skills needed to give comprehensive and tailored solutions to aviation insurers, aircraft operators, airports and aviation industry service providers.

We put great emphasis on communication with all parties and work to provide prompt resolution of any claim.

A highly motivated and experienced team that are heavily service orientated and ready to respond to any claim or emergency. You will find our offices are strategically located to provide an immediate response on a global basis.

About us

The company's head office is in London, close to its traditional client base. Satellite offices have been established in Asia, Australia, North America and the Middle East enabling Charles Taylor aviation to respond on a global basis. In addition, Charles Taylor adjusting's international network enhances this capability.

Our most valuable asset is our staff. They have developed an extensive level of experience gained from years in the aviation industry. This knowledge is paramount in enabling them to solve complex, high value problems on behalf of our clients. We are also committed to planning for the future and are constantly looking to add to our global expertise in maintaining the Charles Taylor aviation tradition of service and solution delivery.

Charles Taylor aviation is acutely aware of the relationships between insurers, the brokers and the insureds. We believe that communication amongst all parties is essential to the smooth resolution of claims issues.

Our management team has a wide experience in technical aviation and insurance fields and is focused on delivering service of the highest quality and consistency.

Our services

Charles Taylor aviation provides a comprehensive adjusting and surveying service to all aspects of the aviation market.

Here are the details of the types of claims services we offer:

Hull

Our surveyors' broad spectrum of aviation industry qualifications and wide experience includes handling all types of claims, ranging from general aviation to major airliners. Such work includes aircraft recovery and site clearance, repair and replacement, accident investigation, salvage disposal and litigation assistance.

Liability

Our liability section provides claims investigation and handling, from first advice to settlement for aviation insurers and, where required, for insureds direct. Together with the hull survey team, it is a unique, seamless and fresh approach to adjusting services. Proactive loss mitigation and claims management are available 24/7 should a major or serious incident occur, with specific expertise in prompt investigation, reporting to client and advising on the client's legal liability.

Evaluation and Condition Surveys

Our worldwide research facilities, combined with thorough technical and operational investigations by our surveyors on-site, enable us to offer totally impartial appraisals. These services include aircraft condition evaluation (including parts and airline equipment), appraisal of technical records, assessment of airworthiness and supporting documentation. Our clients include banks, finance houses, lessors, operators and insurers.

Operational Safety Surveys and Audits

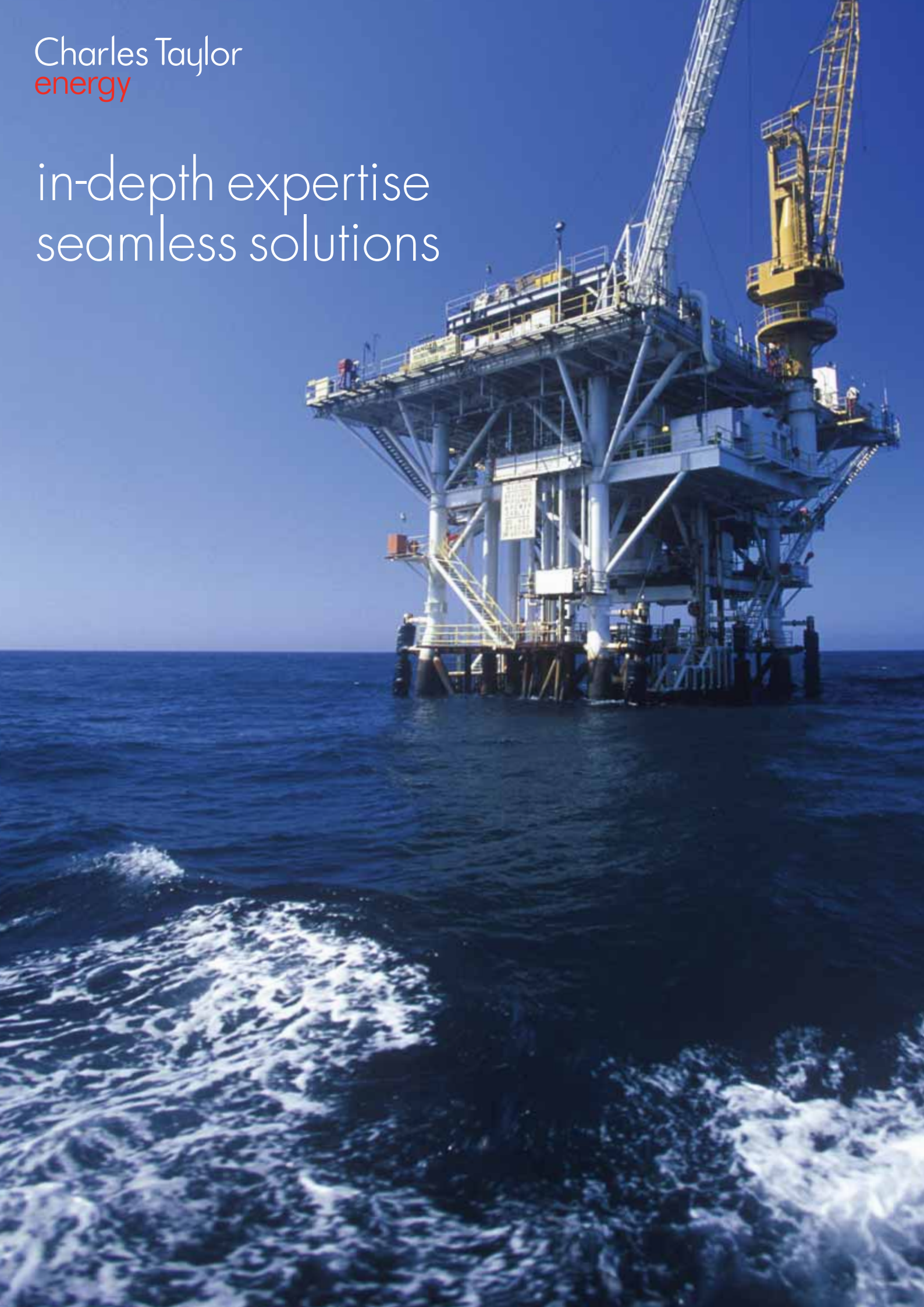
Our services include maintenance and operational integrity audits, with the main emphasis on safety aspects allied to condition and safety reports. Clients include airline operators, airports and aircraft manufacturers and aircraft repair facilities.

Risk and Asset Management

We provide specific crisis and risk management services, audit and advice including Safety Management Systems to a wide range of clients. These range from Insurers, Airport Authorities, Air Traffic Services, Maintenance Facilities and Airline/Operators. Risk is evaluated against the applicable Regulations and Best Practice. Asset Management offers clients a wide range of services from aircraft pre purchase inspection through mid life to lease termination for lessors and Finance Companies. We look to manage the leased aircraft to meet the owner's technical requirements and our wide ranging services are tailored to meet these globally wherever the location.

Charles Taylor
energy

in-depth expertise
seamless solutions



You can count on our in-depth expertise.

With a strategically located network of offices staffed with experienced adjusters, we are committed to providing an expeditious, comprehensive and technically competent professional service in response to instructions received from underwriters and insurers.

The expertise of our staff and associates is the bedrock of our success. They bring to bear many years of experience in various disciplines, including civil, mechanical and marine engineering, metallurgy, geology, quantity surveying, quality assurance and control, insurance law and practice, accountancy and the law in general.

Combining the individual talents of our staff has enabled us to handle losses and claims occurring throughout the energy field in its widest interpretation, including onshore and offshore construction and operating risks, refinery and petrochemical operations, drilling and control of well activities, mining and utilities, consequential loss and business interruption and third party liabilities. We remain fully committed to maintaining a fast, flexible and professional level of service to the insurance markets.

About us

The development of our network of office locations with energy capability has been specifically geared towards servicing the main areas of the offshore and onshore energy exploration, development and production activities and insurance markets in relation thereto.

Hence from original office locations in the United Kingdom in London, Marlow and Aberdeen and the United States in Houston, the phased office expansion has now reached the stage where experienced local representation is available in the Americas (Houston, Mexico City and New York), in Canada (Calgary, Halifax, St John's, Toronto and Vancouver), in Australia (Brisbane and Perth), in Singapore, Dubai and Paris.

Whilst each local entity is technically excellent in its own right, the flow of information between the offices and the London office enables each location to be fully conversant with both engineering developments and insurance policy interpretations in given situations, so as to ensure a common and consistent approach to the handling of claims wherever they arise.

It also enables our personnel with specific experience and skills, in whichever office they are based, to provide full support to other offices as required either on a technical support, or temporary secondment basis.

Our services

Energy provides comprehensive services for all aspects of the energy market.

Here are the details of the types of services we offer:

Business Interruption

We have worked extensively on onshore (contingent) business interruption losses and offshore loss of throughput/production income claims.

Construction and Operating Risks

Our adjusters and surveyors have a wealth of experience gained in the offshore and onshore energy field, including many of the major claims presented over the past two decades.

Forensic Accounting

Assisting in the quantification and adjustment of losses our Forensic Accounting team conduct investigations over a wide range of industries, offering unique claim adjustment tools to facilitate the accurate and timely resolutions of claims.

Mining and Utilities

Our offices in North America, Australia and the UK have extensive experience of losses occurring in these sectors.

Refinery and Petrochemical Operations

Our team of adjusters includes specialists in process and chemical engineering and refinery operations.

Reinsurance Risks

As the reinsurance market becomes yet more active in major losses around the world, the skills we have developed individually and collectively over many years leave us well-placed to advise.

Third Party Liabilities

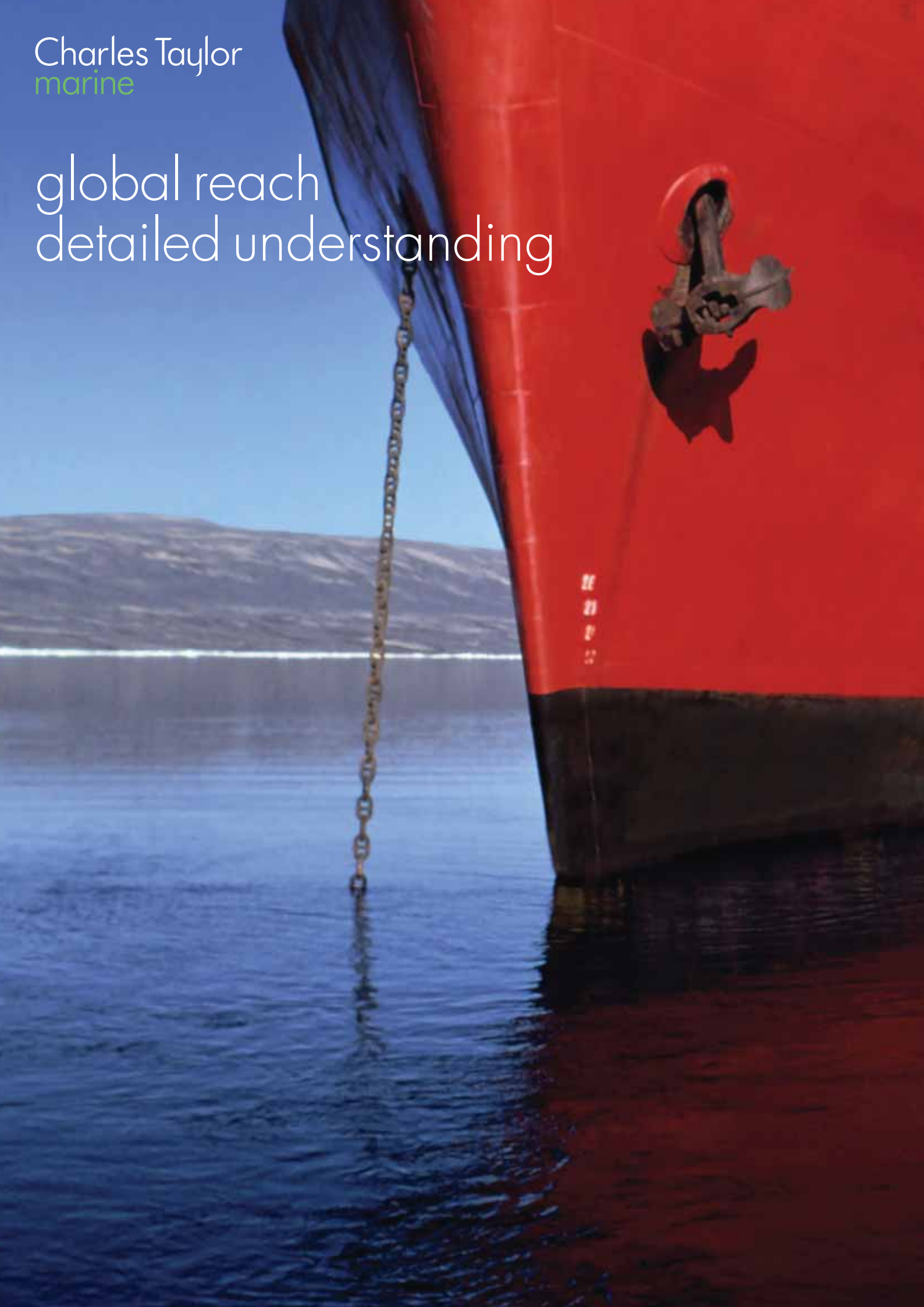
Experience tells us that when a major incident occurs at an oil, gas or petrochemical facility it has the potential to generate thousands of individual liability claims against insurers. We have developed in-house systems which have a proven track record in such situations.

Well Engineering & Operations

Our offices in London, Houston, Calgary and Singapore have personnel with worldwide industry experience in the fields of well engineering, drilling, completion and production operations.

Charles Taylor
marine

global reach
detailed understanding



Marine expertise worldwide.

We are a professional services organisation providing expert advice to clients in the shipping, insurance and general maritime sectors. The strong foundation of our business is marine claims adjusting and consultancy service with personnel located in major international insurance and shipping centres.

We advise clients on the ever increasing and demanding range of maritime and insurance related problems which they face. They value our expert knowledge, people and communication skills, and our ability to provide solutions on complex issues and bring parties together in agreement on commercial solutions while protecting the client's legal position.

Gathering information efficiently and in accordance with our brief, understanding the practical operational considerations and presenting our findings and recommendations clearly and concisely, enables our clients to make informed technical, practical and legal decisions in relation to their business.

About us

Our marine division is staffed by qualified professionals with years of practical experience in maritime claims and legal issues worldwide.

On our staff are:

- o qualified shipbrokers
- o chartered insurance practitioners
- o average adjusters
- o naval architects
- o marine engineers
- o master mariners
- o marine lawyers

We have over 20 offices in more than 15 countries that specialize in the shipping, insurance and general maritime sectors. We also have an established network of international correspondents and third party experts to provide additional support.

Our services

Cargo

We deal with claims on products/commodities carried by land, sea and air. Clients include Lloyd's syndicates, leading company insurers and their clients – oil majors, shipping companies, banks and trading houses.

Claims Management Services

We assist clients (insurers and major self insured companies) in the management of their claims portfolio arising from particular covers, products or policies.

Hull

Our qualified and experienced personnel form a global resource to help clients respond to casualties and process claims effectively.

Liability Services

We manage liability claims either from desktop or attend on-site to control and mitigate the immediate aftermath of a casualty, with experienced case handlers, surveyors and lawyers.

Ports and Terminals

We serve port authorities, port or terminal operators and insurers, covering risk assessment, property claims adjusting, business interruption and liability claims.

Yachts and Specialist Craft

Our team is regularly instructed by both American and European insurers and operates internationally, but notably in the UK, USA and Mediterranean areas.

Charles Taylor
non marine

specialist knowledge
proactive approach

Our proactive approach produces results.

Our non marine team is a highly respected provider of loss adjusting and claims consultancy services to the insurance industry. Chartered loss adjusters, engineers, surveyors, insurance practitioners, arbitrators, mediators, registered expert witnesses and chartered accountants form the team.

We are known for our ability to provide solutions on complex, high value issues and have a proactive approach to all assignments, regardless of size. All our assignments are directed by a senior member of the team to ensure we deliver a consistent and high quality product, wherever in the world our service is being provided.

Our multi-disciplinary team approach allows us to apply the correct expertise to each area of the assignment. This technical focus allows the case adjuster to concentrate on policy and quantum issues as well as overall management of the case.

Whatever the activity, we promise the same all-round quality, attentive customer service, exceptional levels of expertise, and team skills.

About us

Since 1988 the team has provided independent services to insurers, Lloyd's underwriters, reinsurers, brokers and corporate clients. These services include loss adjusting, risk surveys and consultancy in all the non marine classes of insurance. We also liaise closely with our marine, energy and aviation colleagues to offer a service that reflects the cross-class nature of the business of many of our clients.

Our very stable, highly experienced and highly qualified management team is directly involved on all assignments. We have handled assignments across the globe, calling on the multi-territorial experience and linguistic abilities of our London and overseas office staff. Our overseas offices and our extensive network partners enable us to apply the best combination of local and international knowledge and expertise to each assignment, thereby ensuring that the quality of our service and our product is consistently of the highest standard.

We take pride in our professional, thorough and impartial approach to projects, whilst remembering that the commercial relationships of our clients with others are of paramount importance. We have a strong awareness of cultural differences and other issues particular to the locations in which we work.

Our thorough quality review system underlies everything that we do and ensures that all angles of every assignment are considered.

Our services

Non marine provides a comprehensive suite of services:

Survey and Risk Management

Our surveyors have significant industrial experience allowing us to produce incisive reports, widely praised by our clients. Our unique KRRIS© risk ranking system places each risk surveyed in context with worldwide experience.

Property and Power

Our highly experienced and dedicated property team handles large and complex claims all over the globe, while retaining centralised reporting and control.

Professional Indemnity

Specialist PI adjusters direct appropriate in-house technical skills to provide an extremely comprehensive and cost effective response to most PI problems. Our specialist areas include construction, engineers, architects, financial institutions and the IT industry.

Financial Institutions, Commercial Crime, Cash in Transit

We have in-depth global experience of bankers blanket bond, stockbrokers, cash in transit and crime claims and are recognised market specialists in this class.

Construction and Engineering

Our team of highly-qualified engineers and adjusters has a proven track record in this area and is involved in claims and projects throughout the world.

Liability

Our liability team comprises a group of accomplished adjusters who specialise in large or complex employers', public and product liability claims.

Jeweller's Block and Fine Arts

We have handled jewellery and fine art claims for over twenty five years, and also provide a risk assessment service for underwriters in this sector.

Litigation Support

Through the Group's unrivalled skill sets, we provide litigation support and dispute resolution services to lawyers and Insurers.

Forensic Accounting

Assisting in the quantification and adjustment of losses our Forensic Accounting team conduct investigations over a wide range of industries, offering unique claim adjustment tools to facilitate the accurate and timely resolutions of claims.

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