

SUBSIDENCE

Subsidence

Building a better service

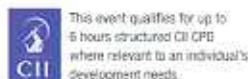
22 March 2006

One Whitehall Place, London

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InFront Solutions are the market leading experts in the management of subsidence claims. Through investment in the very best people and the use of the latest technology they have been able to work with leading insurers to significantly reduce both their existing claim costs by over 25%, as well as offer them certainty over the cost of future

claims with the recent introduction of Fixed Cost Claims Handling. InFront are able to offer innovative approaches to the management of subsidence claims ensuring that deliver maximum value to their clients whilst maintaining the highest standards of customer care.



Programme

- 8.30am Registration and Exhibition Opens**
• Refreshments available
- 9.20am Chairman's welcome and introduction**
David Worstfold
- 9.30am Understanding the causes: Soils**
• Management of clay
• Trees
• Building on clay
Stephen Plant, Clay Research Group
- 10.00am From cause to subsidence: information for subsidence management**
• Geology and ground movement
• Geo-information for insurance
• Geasure: Digital ground stability information system
Prof Martin Culsham, geological hazards manager, British Geological Survey
- 10.30am Questions, comment & discussion**
- 10.50am Morning coffee**
- 11.10am Delivering a service: Insurer**
• Changing policy wordings, exclusions and protocols
• Measuring performance
• Do tender processes work? Are they consistent?
• Understanding Claims Data
John Parvin, subsidence claims manager, Zurich Insurance
- 11.30am Delivering a service: Loss Adjuster**
• Bringing in the specialists
• Dealing with good news and bad news
• Setting standards
• Responding to lenders
Paul Stanley, InFront Solutions
- 11.50am The market's response: Contractor**
• Customer expectations and reality
• Who are the experts?
• Do insurers listen?
• Are payments systems working?
Roger Boddy, chairman, ASUC
- 12.10pm Questions, comment & discussion**
- 12.30pm Lunch**
- 1.20pm Workshops**
-2.20pm A choice of one of three practical, interactive workshops
- 1. Testing and Measuring**
• Techniques
• Understanding results
- 2. Legal issues: recoveries etc**
• Progress
• Making the market work better
Tim Roberts, senior partner, Plexus Law
- 3. Policy wordings**
• Ideal v Reality
- 2.20pm Repair and restoration: delivering the solution**
• Tailoring the response to the customer
• Choosing the right technique
• Choosing the right supplier
• Restoration - meeting the client expectations
Robert Withers, managing director, Withersnet
- 2.45pm Afternoon tea**
- 3.10pm Towards better solutions**
An interactive panel session examining the issues in the market and asking tough questions about the shortcomings of different approaches. We will be using hand held electronic voting pads to gauge the audience's responses and to put the panelists on the spot.
The panel: *Geoff Ball, subsidence services director, Cunningham Lindsey; Gary Strong, subsidence & surveying services manager, GAB Robins; John Parvin, subsidence claims manager, Zurich Insurance*
Chaired by David Worstfold

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Plexus Law

Plexus Law is the country's leading law firm in the provision of property subrogated recovery claims for insurers with extensive experience of subsidence, flood and fire damage claims (domestic and commercial). Plexus adopts an innovative approach to cases by integrating the recovery process with the first party claim handling. Plexus provides such services externally, or by working on site with clients. Plexus also undertakes significant Property based Professional Indemnity claims as well as advising on disputes on policy coverage.

Plexus has been involved in several of the leading cases that have shaped the framework for how subsidence claims are dealt with by insurers. For example, *Peterson v Humberside County Council* (1992), a test case for tree root nuisance.



Speakers



David Worsfold

David is Editorial Director of Post Magazine and one of the leading commentators on the insurance industry. He helped launch the British Insurance Awards and founded the All Party Parliamentary Group on Insurance and Financial Services. David launched the Rehabilitation First Campaign in 1999.



John Pavin

John is a Chartered Civil/Structural Engineer as well as a Chartered Loss Adjuster. He spent the last twenty years in the subsidence industry working for Consulting Engineers and Loss Adjusters before joining Zurich Insurance in January 2003 where he has the position of subsidence claims Manager. He has responsibility for technical standards, training and supplier relationships. He is also currently chairman of the Subsidence Forum.



Rob Withers

Rob Withers is Managing Director of subsidence repair specialists, The Withers Group. With over 25 years' experience, Rob has a reputation for innovation. The Group was cited by the DTI as an example of best practice in supply chain management, was highly commended in the 15 British Insurance Awards and recently launched a new eco-friendly low cost subsidence repair solution.



Roger Boddy

Roger has worked in the subsidence industry as a contractor for the last 35 years and is currently Chairman of ASIplus and Managing Director of Euro Underpinning Limited. Roger adopts a hands on approach when dealing with individual projects and therefore has considerable experience in dealing with all aspects of subsidence claims but, in particular, has a keen interest in customer care, practical innovations and contract management.



Tim Roberts

Tim Roberts is a Senior Partner at insurance law firm Plexus Law. A prominent figure in the industry, Tim has over 20 years experience in dealing with property claims on behalf of commercial and domestic insurer clients. Tim has been involved in many landmark industry-shaping cases such as *Peterson v Humberside County Council*; he is well published and is a regular contributor to both the legal and insurance trade press.



Paul Stanley, InFront Solutions

Paul formed InFront Solutions in early 1999 with the intention of challenging some of the existing and long held beliefs about the way in which certain parts of the claims process were managed, with particular interest in the area of subsidence.

Following an extensive career in a variety of senior positions within a number of insurers, Paul brought various new ways of managing subsidence claims to Royal Insurance. In 1993 he was awarded the Post Magazine Claims Manager of the Year award. Since joining InFront, Paul has been at the forefront of the development of more innovation in terms of IT systems, process and cost management including, as well as the creation of a risk model identifying subsidence risk at property level.

There are new techniques and new processes for tackling and managing subsidence claims: some of these are controversial. With subsidence set to grow as a problem as our climate warms up and dries out, practitioners need to keep up-to-date with developments and hear all the different perspectives on the key market debates.

This Management Briefing will be the ideal opportunity to hear first hand from experts in the new techniques and from those firms developing new processes to tackle the age old problems of claims that take too long to resolve while the policyholder is kept in the dark.

Sign up now for this year's must attend event. If you book now you'll also benefit from a £100 discount. Call 020 7968 4619 or book online www.postmagazine.co.uk/events

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This event qualifies for up to 6 hours structured CII CPD where relevant to an individual's development needs.

Marketing Opportunities

To find out how your organisation could benefit from sponsoring or exhibiting at this management briefing please contact **Jo Garvey** on **0207 484 9882** or **jo.garvey@incisivemedia.com**

Key Benefits

- Latest techniques for predicting subsidence and modelling its progress
- Gain up-to-date insight into research into clay-based soils
- Hear from insurers, adjusters and contractors about how they are working to deliver better customer service
- An opportunity to hear first hand what insurers are looking for in tender processes
- Workshops on Testing and Measuring, Legal Issues, especially recoveries, Communication and Dealing with Complaints and Latest Repair Options
- Participate in a special interactive debate with a panel of leading adjusters and insurers. Electronic voting will ensure an honest, open, no-holds-barred discussion on the key issues in the market.

Who should attend?

Property Insurers
Claims Managers
Claims Technicians
Underwriters
Loss Adjusters
Engineers
Specialist Contractors
Actuaries
Lawyers
Brokers
Local Authority Insurance Managers
Local Authority Planners
Housing Associations
Surveyors
Major Builders

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Subsidence 22 March 2006, One Whitehall Place, London

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 - All cancellations must be made in writing and will be acknowledged in writing by Incisive Media Plc.
 - Due to circumstances which may be beyond its control, Incisive Media Plc reserves the right to make changes to the programme and/or speakers without prior notice.
 - Special Group discounts: please contact the organisers for more information.
 - Please note: lunch, tea and coffee are included in the cost of the conference.
 - **Venue Details: One Whitehall Place, Whitehall, London SW1A 2HD**
- For any additional information, please contact the organisers:
 Post Magazine, 4th Floor, Haymarket House, 28-29 Haymarket, London SW1Y 4RX
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