



Michael Tait, pictured, to the newly-created position of

executive chairman, replacing the role of non-executive chairman, previously held by Cees Schrauwers. Mr Tait was previously Europe-Africa vice-president and general manager of Unisys, which he established as a European leader in UNIX and distributed systems. Dr Schrauwers joined CMGL following its acquisition by Sovereign Capital and the CMGL management team in September 2005. The company was formerly part of Zurich Financial Services.

### Law firm appoints head

Law firm Hugh James has appointed Philip Dicken as head of insurance. Mr Dicken, a partner with the firm, will be responsible for all insurer and intermediary relationships. He played a key role in the development of Hugh James' volume claims solution, Streamline 21, and was responsible for building its pre-litigation claims handling capability. Mr Dicken commented: "It is important to break the mould of the traditionally narrow view of the services that a law firm can provide to the insurance industry."

### Subsidence fears tackled

Managing costs and tackling capacity issues are two of the greatest challenges facing those involved with subsidence claims, according to speakers at the recent Subsidence Forum's training seminar at BRE, Watford. This year has not been the event year many in the industry predicted and, despite claims increase warnings from some insurers, forum delegates reported a downward trend in volume as temperatures drop and moisture demand falls. However, presenter Tony Boobier asked: "If there was an increase in claims in 2007/2008, would the industry cope?"

diversification, following last week's management buyout.

The firm, which was wholly acquired from the Haniel Group of Duisburg, will balance its portfolio by investing in facilities management and its web-based offering. At present, 90% of Belfor's business comes from responding to insurance market emergencies.

day-to-day running of the business. Our plan is to grow the company's global offering by identifying opportunities in the medium to short term. In the past, the company's owners were quite conservative."

He added: "The UK is at the forefront of supply-chain management, and we plan to take this knowledge and

open offices in Eastern Europe, as many manufacturing businesses have moved there due to lower cost bases.

"Businesses now have higher deductibles, so we are looking to move into areas without traditional insurance coverage. We want to extend our relationships with companies to which we provide

into force next year. "Companies take on an increased responsibility to land contamination will be crucial for residential clean-up. "We understand legislation. New increase insurance than the other way

# Fraud hot spots revealed

BY TANYA POWLEY

FRAUDULENT claims are most prevalent in the summer months, according to a new survey by loss adjuster Crawford and Company.

The firm commissioned a project to analytically review the claims data it has gathered during the past four years, in terms of established fraud cases handled by its counter fraud solutions division.

Crawford found that the months of May, June, July and August contribute to 75% of all established fraud claims. December only amounted to 0.5% of all claims presented. In addition, the loss adjuster's review revealed that the existence of established fraud could not be attributed to demographics.

Bobby Gracey, head of counter fraud solutions, said: "This finding supports the need for companies to embrace fraud strategies that exist throughout the life cycle of the

Gracey: companies should embrace fraud strategies.



Joy Elpet

loss notification. It 64% of cases, insurers provide a mobile telephone notification of loss

Mr Gracey said: "While however, this category of all established fraud lack of a mobile telephone is, therefore, considered enough to be considered indicator and should

As part of the exercise examined the performance of all insurers in terms of risk claim selection measured against 'established fraud'.

The most successful has a documented fraud strategy, estimated on more than 70% of it instructed investigators: those insurers with strategy only established 30% of cases.

claim, and not to have tunnel vision in relation to preconceived views in relation to UK fraud hot spots."

The review also analysed mobile telephone information provided by policyholders at the point of new

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## GAB Robins looks up after revenue and profit

GAB Robins is confident its lean years are a thing of the past and that it can achieve double-digit revenue and profit growth in 2007.

The loss adjuster, which last week posted its 2005 figures to UK Companies House, said the impact of new financial reporting standards — which make it take account of its pension scheme liabilities — meant the net figure of a loss of £6.34m was "not reflective of the trading result".

Taking adjustments for pension deficit funding and

special pension contributions of £6m, the company reported an adjusted profit before tax of £1.47m for 2005, slightly down on 2004's £1.63m.

However, the company's executive vice-president and chief operating officer, Philippe Bes, said: "We expect revenue growth in the high teens for 2007 and an expected margin of up to 10%." GAB Robins' reported margin for 2005 was 4%.

Overall, revenues at the adjuster were down on 2004 by almost £3m to £34.7m,

which Kieran Rigby, UK Chief executive at GAB Robins, said was reflective of the company's transition: "It was about flattening the management structure in 2005, sharpening our business processes and developing our new digital workflow technology."

Mr Rigby added that GAB was nearing a 2007 rollout for its digital pen technology, and that revenues had been hit by a benign year for claims in the UK during 2005.

As far as future developments were concerned, Mr

Rigby reiterated commitment to third-party business (Post, 7) which targets global and company captive programs

GAB's aviation also a source of management to an operating profit of £660,000 against in 2004. Mr Rigby volume in the : was counterintuitive, diminishing hull business.

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