vrs adjusters

Global Adjusting
and Claims Management

ASIAPAC SINGAPORE

COMPANY OVERVIEW

vrs Adjusters, founded in 2003, is a top 3 global corporate and complex loss adjusting and claims management organisation, covering 120+ countries with 300+ offices and 2,500 staff.

Global Claims Services with an Asian touch

vrs Adjusters Asia Pacific Singapore, a member of the global vrs Adjusters organization, provides unsurpassed adjusting and claims management services to global risk management, insurance and reinsurance markets, with a localised Asian knowledge and professional expertise. Every hour of every day, insurers, reinsurers, captives and corporates rely on vrs Adjusters as a strong business partner to enable them to deliver their own client promises.
Our clients recognize the benefits of working with a truly international adjusting team with strong localised knowledge.
As a member of vrs Adjusters, vrs Adjusters AsiaPac provides independent claims service and are leaders in the Corporvate and Complex claims handling markets. vrs Adjusters comprises over 300 offices in more than 120 countries. Highly experienced loss adjusters and technical staff provide client-focused and independent local claims services across all lines of the insurance business.

Global Best Practice, Asian focus

- Professional, consistent and cost-effective loss adjusting and claims management services around the world with localised bespoke focus for each Asian territory
- Global best practice principles at all times – both technical and account management with Asian focus for each territory
- Full compliance with local laws and customs to facilitate fair and timely settlement of claims.
- Quality control and professionalism is the cornerstone of our philosophy and our approach to claims. We continually enhance our technical, operational and best practice principles to provide optimal value to our clients.
- Diligent account management and rigorous coordination ensure the right skills are applied to any situation without compromising quality or standards.

OUR SERVICES

COMPLEX AND MAJOR LOSS

PROPERTY AND BUSINESS INTERRUPTION LIABILITY/CASUALTY

CONSTRUCTION AND ENGINEERING

FINANCIAL LINES, BUSINESS INTERRUPTION AND ADVANCED LOSS OF PROFITS

ENVIRONMENTAL LOSS

POWER

ENERGY: OIL & GAS

CONTINGENCY

AGRICULTURE AND FORESTRY

FINE ART, SPECIE

MARINE

SUPERVISORY ADJUSTING FOR INSURERS AND REINSURERS

THIRD PARTY ADMINISTRATION

A core proposition for vrs Adjusters AsiaPac, is a swift and coordinated response: our aim is always to provide comprehensive incident management and business recovery, while managing spend in accordance with coverage.

Our designated major loss team leaders ensure that all claims are handled on a full ownership basis with support provided by specialist staff as required for individual losses.

All our major loss team leaders are extremely experienced. Primarily concerned with the mitigation of all aspects of the loss – and particularly BI – they will determine whether additional resources, such as forensic accountants, forensic investigators, engineers, lawyers and the like, are required at the early stage of the claim. Prompt agreement of the optimum material damage reinstatement programme and business recovery strategy is an essential part of process, and a particular skill of our teams.

Proactive management of stakeholder expectations throughout the life of the case ensures a 'no surprises' approach to claims resolution. Rapid, professional response leading to fast settlements and attendant indemnity savings. Commercially aware, highly experienced adjusting teams, always mindful of innovative solutions to problems and issues, driving early, mutually advantageous settlements where appropriate a strong focus on customer satisfaction

We will ensure early identification of recoveries and evidence gathering, followed by a review of leases and contracts to establish whether any contractual issues are relevant. Post-loss case reviews and strategy meetings – where can all stakeholders improve the service and risk management – as part of the incident management programme we provide insight into future loss avoidance.

In respect of Construction and Engineering losses, a thorough understanding of construction methods, contract law and procedures, mechanical, electrical and process engineering, information technology and local statutory regulations is a pre-requisite for the proper evaluation and assessment of each case.

In each assignment, we undertake to be professional, transparent, collaborative, responsive and ensure open communication with all stakeholders.
We aim to provide best global claims service, locally delivered.

A sound knowledge of contracts, local contract law, statute and policy interpretation is imperative. Only then can a proper assessment of policy liability be made, enabling the policy to be correctly applied, quantum managed and, if relevant, subrogation pursued.

In connection with Energy claims, a multi-disciplinary approach to the handling of material damage, DSU, BI and liability claims that occur during the generation and distribution of all forms of electrical power. Modern power generation technologies are increasingly automated and complex and claims require particularly specialized knowledge of design, engineering processes, and operation and maintenance procedures for a satisfactory adjustment. Our engineers are familiar with the many different types of power generation technologies from the site where electricity is generated to the final consumption point.

The Energy industry is particularly predisposed to business interruption losses. When necessary, our engineers work closely with forensic accountants, who have specific knowledge of the power industry's financial and contractual arrangements.

Our operations in Asia

vrs Adjusters have members across Asia Pac countries supported by vrs Adjusters Asia Pacific based in Singapore. Our geographical spread allows our members who are independent claims service providers with long traditions of excellence in their home territories to service clients across Asia. Our members truly understand the local business cultures, laws and regulations.
Our members have operations located in:

- AUSTRALIA
- CAMBODIA*
- CHINA
- HONG KONG
- INDIA
- INDONESIA
- JAPAN
- LAOS*
- MACAU
- MALAYSIA
- MYANMAR
- PAKISTAN
- PHILIPPINES
- SINGAPORE
- SOUTH KOREA
- TAIWAN
- THAILAND
- VIETNAM

*serviced from Singapore

Our coverge

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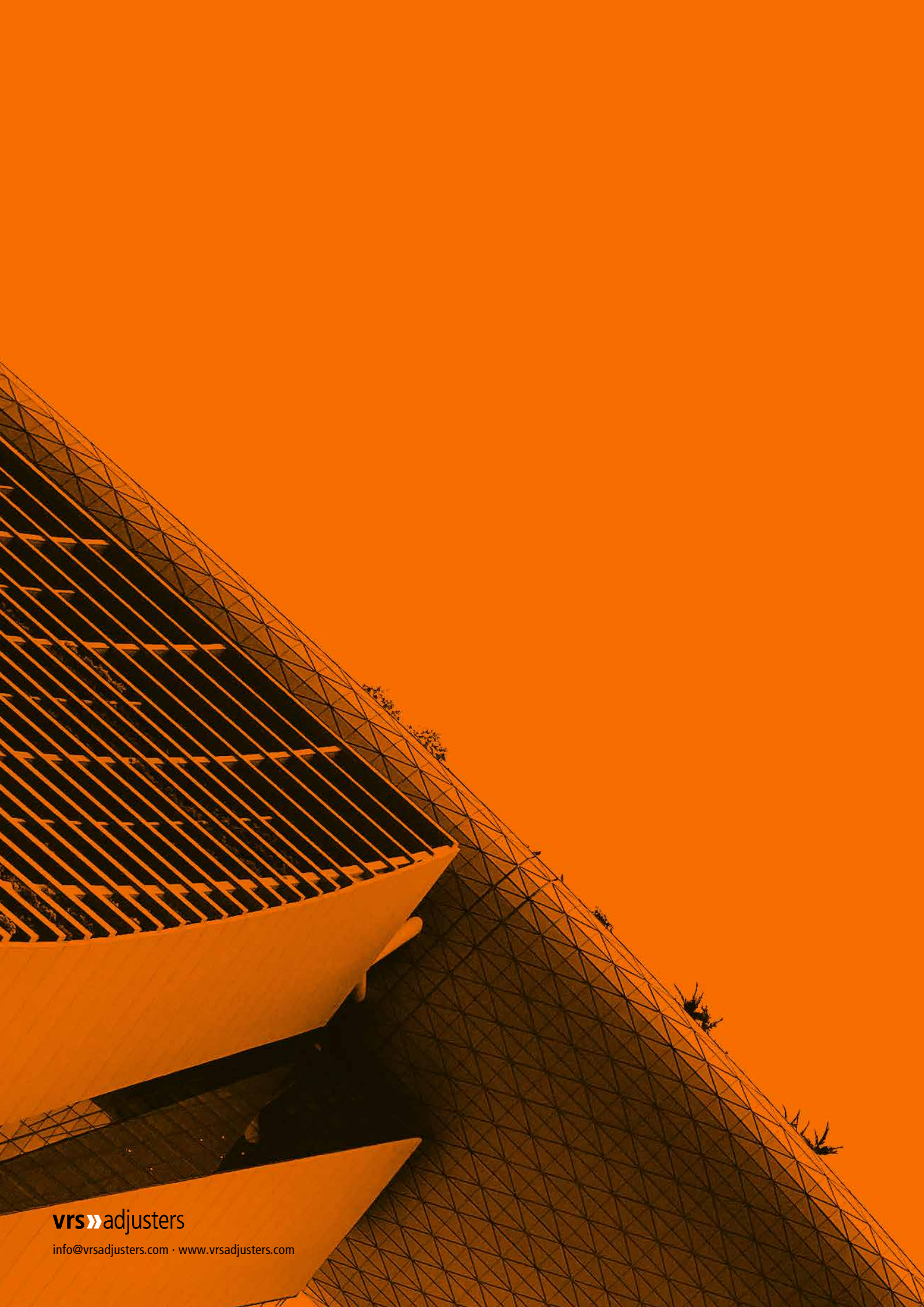

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