sedgwick



NEW ZEALAND

# Property capability

# Major property

**Sedgwick employs many of New Zealand's most experienced chartered loss adjusters and industry professionals. When a large property loss occurs, we draw upon our multi-disciplinary capabilities in areas such as accounting, engineering and building consultancy, to ensure you have the right team for the job.**

Property losses are often thought of as being losses to buildings, however, they also include losses to fittings, contents, stock, plant, machinery and other assets.

Major and complex property losses can have widespread effects, but our experience in efficiently managing such losses can greatly limit this impact.

Through regular communication with all stakeholders, we aim to identify and resolve all critical issues and have the business operating as soon as possible.

## The right team

Our experienced, multi-disciplined team has outstanding technical expertise and industry knowledge, enabling us to provide practical advice and real solutions to you and your clients.

## Responsiveness

Through advanced planning and the utilisation of Sedgwick's global network, we are able to quickly mobilise experts and drive the business recovery process, irrespective of the challenges faced.

## Managing costs

We develop practical solutions that enable businesses to safely resume operations quickly, therefore, containing costs.

## Our capability

- Automotive
- Consumer products
- Education
- Electronic
- Financial
- Gaming
- Government
- Hospitality
- Industrial
- Infrastructure
- Manufacturing
- Rail
- Retail
- Transport

## Proactive loss management

Our proactive and collaborative approach considers all stakeholders with one common goal – the successful resolution of the claim in the shortest time frame possible – irrespective of circumstances.

## Client focus

Our success is based on understanding our clients' needs and meeting these consistently and seamlessly.

**33,000**
COLLEAGUES

**80**
COUNTRIES

**900+**
OFFICES

## Digital strategy

The ability to deploy technology is a vital component in adjusting today's losses – whether it's drone technology to get early sight of damages at inaccessible sites or video and online reporting to assist our clients in undertaking quicker and more accurate loss assessments. There is no doubt that the power of people is enhanced by a smart use of digital applications.

## Integrity and trust

These are essential elements of our relationships, giving our clients confidence that when they appoint Sedgwick they have the right team for the job.

## Making money flow

Understanding a claim's cash-flow needs and ensuring progress payments are made in a timely manner is critical to ensuring that the policy's promise is seen as being delivered.

**Contact Us:**
For more information on how we can help, please contact:



**Mark Crosby**
Head of Property
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## Our team



### Mark Crosby

Head of Property, Dip Bus (Loss Adjust) FCLA
ANZIIF (Snr Assoc) CIP, Auckland
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Mark joined Sedgwick in 1993 and has spent the majority of his loss adjusting career, over 20 years, working on major and complex losses throughout New Zealand, Australia and the Pacific Islands. For the last few years, Mark has primarily focussed on significant infrastructure and local government asset claims. Mark has held various mentor and regional leadership roles throughout his career and has led several major loss or catastrophe response teams.



### Paul North

Head of Forensic Accounting Services
BCom Dip CILA (UK) AILA (SA), Auckland
**M. +64 21 371 258**
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Paul has been a loss adjuster since 1991 and has acquired a lot of expertise in handling complex and large losses. Paul specialises in business interruption and financial claims in various industries, such as manufacturing and process, brewing and bottling, paper and plastics, fishing and farming, retail, telecommunications, film and events, and food and beverage.

He also has great general adjusting skills in property damage, machinery breakdown, crime and liability claims. Paul became the Head of FAS in 2023 and is looking forward to the challenge of leading our expanding FAS accounting team.



### Andrew Bone

Chartered Loss Adjuster ACILA Dip CII, Auckland
**M. +64 21 729 223**
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Andrew has worked in the Insurance industry since 1998, with the majority of his career gained in the UK that included working for various organisations and legal firms. He joined Sedgwick in 2016 and has swiftly become a valuable major loss team member. Over the last two years he has both worked within our bespoke major loss response teams and has also led various significant property losses, all to a successful conclusion for the parties involved.

He is a very collaborative, thorough and proactive loss adjuster with a high level of communication on all his claims. Recent claims handled include multi-million dollar commercial fire losses, as well as a number of major losses for Body Corporates. He is also part of a team that responds to significant local authority losses.  Andrew joined the MCL Global protégé scheme in 2018 and graduated in 2021.

## Our team




### Antonio Russo

Executive Adjuster, BEng (Civil and Structural),
FCLA ANZIIF (Snr Assoc), Auckland

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Antonio has diverse experience handling large and complex property claims in Europe and Australia for national and international businesses. Antonio is familiar with working with vested interests to ensure expectations are understood and prioritised in progressing a claim to fruition. Antonio's analytical expertise in the resolution of claims is reinforced by his tertiary qualifications in Civil and Structural Engineering, Finance and Business.




### Anika Thomasson

Head of Corporate Account Practice, Bcom (Econ), AICLA (Aff),mANZIIF (Snr Assoc) CIP, Auckland

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Anika is a highly motivated loss adjuster specialising in major loss property claims. Anika joined the insurance industry in 2018 and has assisted clients with a wide variety of claims, including property, contract works and prize indemnity. Following a successful loss adjusting career in Australia, Anika joined the Sedgwick New Zealand major and complex loss team in 2022. Anika has Bachelor of Commerce and holds an ANZIIF Diploma of Loss Adjusting.




### Nick Trial

Loss Adjuster ANZIIF (Assoc) CIP
Auckland

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Nick commenced his insurance career in 1999. Nick's previous experience includes 10 years in senior roles in claims, specialising in property and commercial losses. Nick joined the Major and Complex Loss division in 2024.




### Jo Otukolo

Loss Adjuster, ANZIIF (Snr Assoc)
CIP, BBis, Auckland

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Jo has over 20 years in the insurance industry. She excels in managing major and complex losses, including NHC claims and has assisted with several catastrophe responses. Her expertise in material damage property claims and high-stakes situations makes her a valuable asset in resolving complex insurance claims.

## Our team




### Nicolas Sellem

Head of Construction, M.A. (Civil Engineering)
ESTP (FR), F.F.S.A./GEMA-CNPP (Paris), Auckland
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Nicolas is a civil engineer and certified loss adjuster with extensive international experience in construction and property claims. Nicolas began a loss adjusting career in 1997 and has developed significant expertise in the assessment and management of both domestic and commercial claims. Throughout a distinguished career, Nicolas has also held a range of leadership and management positions.

After relocating to New Zealand in 2017, Nicolas gained valuable experience managing claims arising from the Kaikōura earthquake and developed specialist expertise in contract works and local authority infrastructure claims.

Nicolas joined Sedgwick's Major and Complex Loss division in 2023 and now leads the Construction team, bringing extensive technical knowledge and practical claims experience to complex construction and infrastructure losses.




### Mike Collins

Loss Adjuster, Hamilton
**M. +64 21 979 682**
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Mike is an accomplished property adjuster with nearly 30 years' experience. He specialises in adjusting domestic and commercial earthquake and major property claims. Mike is regarded as an expert in his field and has assisted with the development and implementation of nationally recognised initiatives, to address the assessment and settlement of complex, multiple ownership residential property claims arising from the Canterbury earthquakes. Mike has previous management experience and is currently the Northern Region mentor for landslip claims.




### Jeremy Mackman

Loss Adjuster Dip CII (Claims) Adv Dip CILA, Napier
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Jeremy started working for Sedgwick in 1998, becoming a loss adjuster in 2001. Jeremy has extensive experience in property claims - domestic and commercial and natural disasters, including leading the response to the twin hurricanes in the US Virgin Islands in 2017.

## Our team




**Tim Stephenson**
Senior Loss Adjuster BSc, Napier
**M. +64 21 222 4117**
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Tim joined Sedgwick in 2000 and has more than 25 years' experience in the insurance industry, with over 20 years as a loss adjuster. Tim specialises and has a particular interest in the reinstatement of heritage buildings.




**Mark Taylor**
Chartered Loss Adjuster
ANZIIF (Snr Assoc) CIP ACLA NZCAD, Wellington
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Mark is a qualified architectural draughtsman (NZCAD) and has been in the insurance industry for over 25 years and over 20 years' loss adjusting experience, mainly managing major property and construction claims. Mark specialises in construction related claims, with a specific interest in building design and the associated liability, construction techniques and compliance. Mark is the mentor for building, contract works and material damage claims in the Central Region and often mentors national claims.




**Kyle Mayfield**
Structural Engineering Loss Adjuster
BSCE MEng CMEngNZ PE(USA), Wellington
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Kyle comes from a structural engineering background, with two years' experience as a design engineer, and seven years of experience as a forensic engineer. As a forensic engineer, Kyle evaluated and determined repairs for buildings that have been damaged by earthquakes, hurricanes, hail, fire, and vehicular impact. His responsibilities primarily consisted of investigating, documenting, analysing, and determining the extent and severity of the property damage. In 2020, Kyle joined Sedgwick's MCL Global division as part of the protégé scheme.

## Our team



### Ewen Stephens

Chartered Loss Adjuster ACLA
ANZIIF (Snr Assoc) CIP, Nelson
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Ewen joined Sedgwick in 2016 after enjoying a 20-year career in domestic and commercial construction, working in senior roles in both Australia and New Zealand. Since his transition into the insurance industry Ewen has enjoyed adjusting a wide variety of claims from commercial property losses and contract works claims through to liability. Ewen is a Chartered Loss Adjuster and in 2021 joined the MCL Global division as a protégé.



### Andrew Jameson

Chartered Loss Adjuster
BCom ACLA ANZIIF (Snr Assoc) CIP, Christchurch
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Andrew has over 35 years' experience specialising in major property and financial loss claims. Andrew provides accurate quantum adjustment of physical and financial loss suffered by the claimant, particularly those relating to large material damage and consequential loss.



### Dave Walker

Executive Adjuster/Chartered Loss Adjuster
ACII FCILA (UK) FUEDI-ELAE, Christchurch
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Dave has more than 30 years of loss adjusting experience. Much of his career was spent in the United Kingdom, where he was integral to the national management of the major and complex loss division. Dave has always been an operational adjuster at heart and has a broad range of experience handling major losses in diverse industry sectors.



### Jay Kuntawala

Chartered Loss Adjuster
ANZIIF (Snr Assoc) CIP ACLA, Christchurch
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Jay is a Chartered Loss Adjuster, starting his loss adjusting career in 2012, with three previous years of insurance experience. Jay joined the MCL Global division in 2018 as part of the protégé scheme and works closely with senior adjusters to further refine and develop his adjusting skills. Jay's previous insurance experience includes working as a claims case manager, specialising in the handling and resolution of property insurance claims in both domestic and commercial lines.

## Our team



**Rob Turner**
Senior Loss Adjuster
Cert CILA, BDMA (Ins Tech), Christchurch
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Rob is a senior property loss adjuster with more than 25 years of experience working within the UK, Asian Pacific and Caribbean insurance industries. He has experience in the adjustment of catastrophic, high net worth, major and complex loss and other commercial and residential property claims exceeding values of $1 million. He joined Sedgwick in 2024.



**Richard Paulin**
Chartered Loss Adjuster
LLB FCLA ANZIIF (Snr Assoc) CIP, Invercargill
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Richard has a law degree and began loss adjusting in 1978, specialising in material damage and liability claims. Richard has had significant involvement in adjusting major and complex material damage claims arising from natural disasters, including floods, wind-storms and earthquakes.



**Cat Rondon**
Loss Adjuster, Wellington
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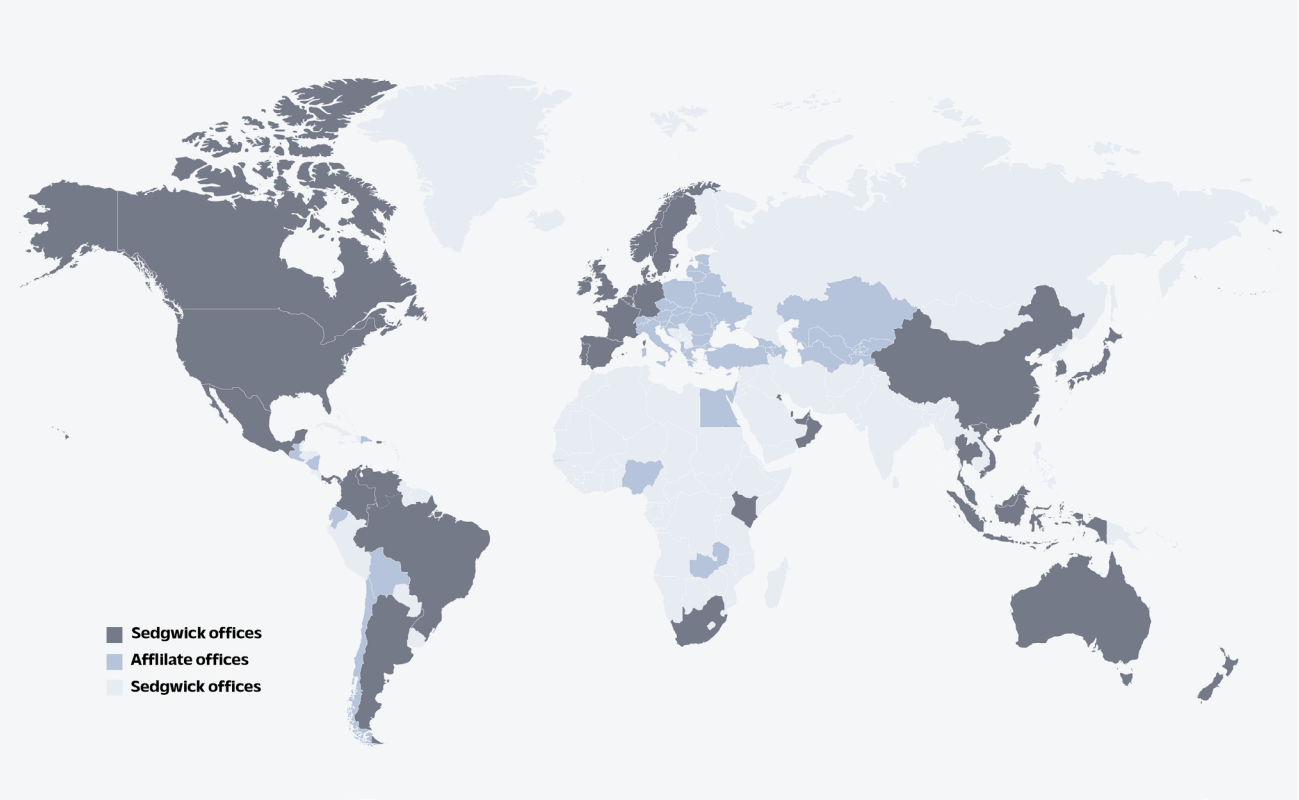
Cat has more than 12 years of experience in the insurance industry. After joining Sedgwick in 2021, Cat transitioned to the Major and Complex Loss division in 2023 through Sedgwick's Protégé Programme.

Cat is a generalist loss adjuster with experience across a broad range of claims, including commercial and residential property, agricultural, liability, contract works, and marine cargo losses. With a particular focus on domestic and commercial property claims, Cat provides practical, client-focused support throughout the claims process.

Cat has also worked internationally, assisting with catastrophe claims in the United Kingdom. These experiences have strengthened Cat's ability to quickly build strong working relationships, establish clear communication channels, and efficiently progress claims from assessment through to resolution.

# Global Solutions.
# Local Expertise



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TOGETHER WE *THRIVE*

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