



THE CHARTERED INSTITUTE
OF LOSS ADJUSTERS



A Leader In Global Risk Management Services



CILA SIG Conference

Subsidence Resources

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GAB Robins is a leading provider of global risk management services and solutions to the insurance and self-insured marketplace.

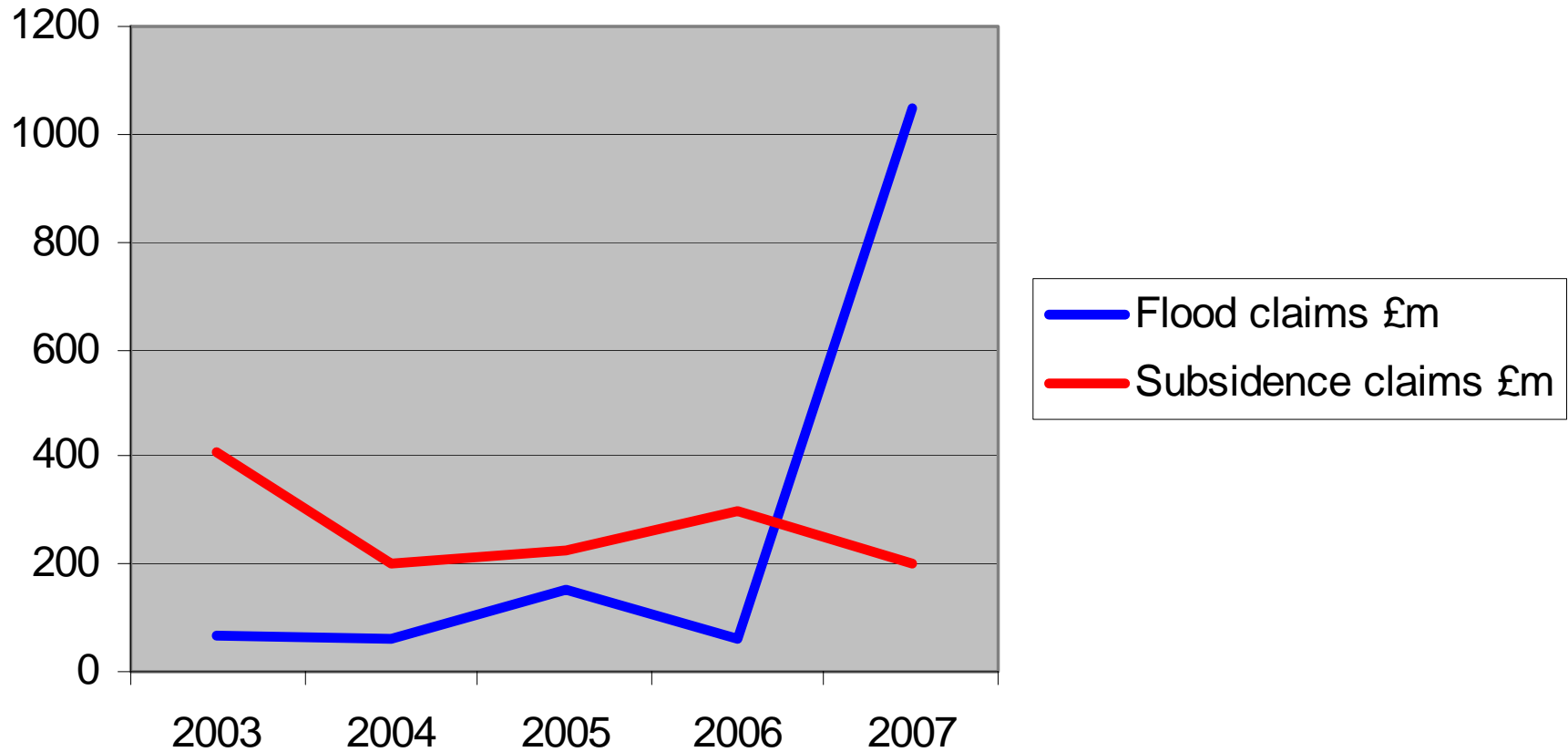
Skills and resource concerns

A depleting tool box?

- Low subsidence numbers
- Ageing workforce and shortage of new blood
- Dilution of skills
- Financial pressures
- Future surge capability
- Impact across whole subsidence supply chain

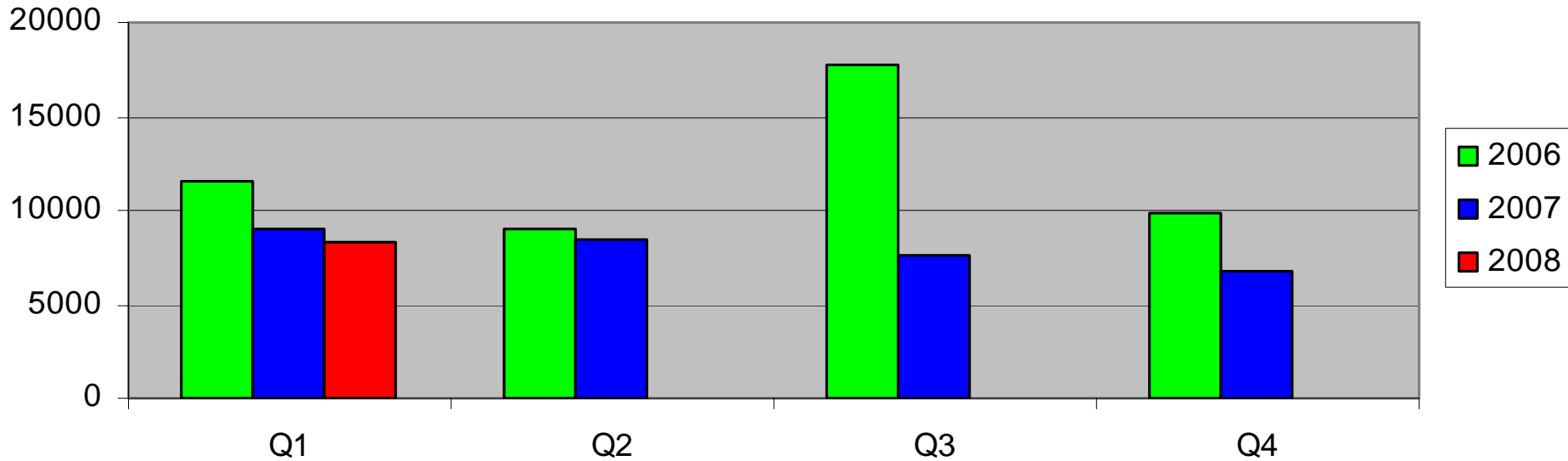


Some figures



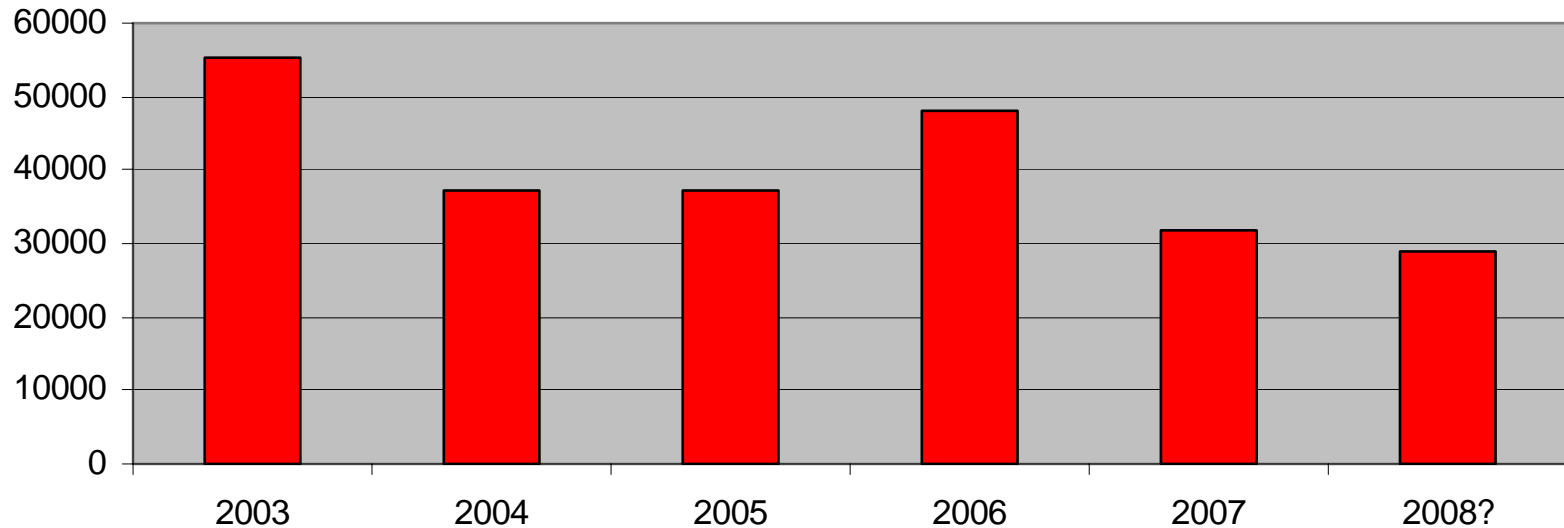
Some figures

Subsidence Notifications (source ABI)



Some figures

Subsidence Notifications (source ABI)



With 30,000 claim notifications

A 65% repudiation rate gives only 10,500 valid claims

Subsidence Forum Questionnaire



The sample:

- 9 Loss adjusters
- 5 Engineers/Surveyors
- 3 Insurers
- 1 Lawyer
- 11 Contractors
- 3 "Other"

Subsidence Forum Questionnaire



- Did the 2007 floods affect you?
Yes 67% (Loss Adjusters 86%)

- Were your skills or resources diverted to flood work?
Yes 63% (Loss Adjusters 86%)

- Do you hold concerns over coping with a future subsidence surge?
Yes 23% (Loss Adjusters 50%)

- What do you believe is the current overriding issue for the subsidence industry?
40% said skills

Subsidence Forum Questionnaire



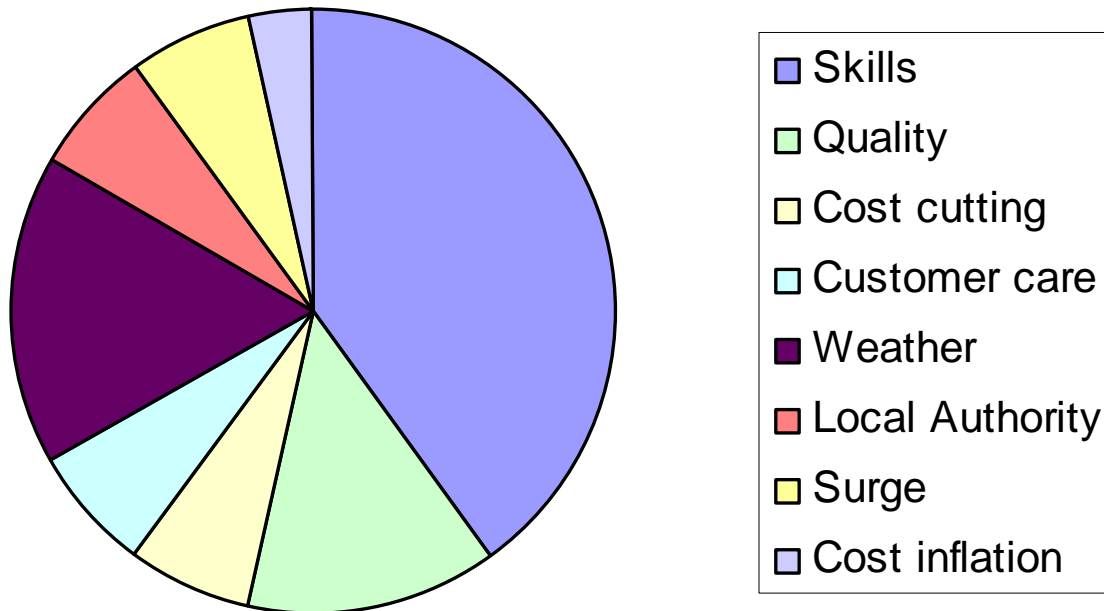
What do you believe is the current overriding issue for the subsidence industry?

- “Quality reduction and technical knowledge”
- “Keeping core skills in place”
- “Supply of suitably experienced staff”

Subsidence Forum Questionnaire



Main Areas of Concern



Two facts

- ❑ Subsidence always will be a peak and trough peril
- ❑ Peaks and troughs breed innovation



Solutions

- ❑ Effective diversification but maintaining core subsidence expertise
- ❑ Good training programmes
- ❑ Succession planning coupled with a conscious effort to develop and promote those with initiative and ability

Applies to all aspects of the subsidence Supply Chain

