

International Casualty Claims

The G20 & Covid-19



As the Covid-19 virus passes through the world population, Casualty claims continue, and a common theme globally is that loss adjusting is a necessary societal function. We are not aware of any territory where we have been prevented from functioning to service claims, including making inspections if needed. Individual state requirements differ, however, and vary over time with a range of restrictions from self-certification and risk assessments to requirements for a formal licence to travel and meet. As lockdown restrictions in Britain and other parts of the world begin to ease at different rates, we provide a snapshot of the current position, focused on G20 countries alongside some local anecdotes relating to individuals' experiences. While varying responses have been applied in at least 140 countries worldwide, the G20 comprises 19 individual countries plus the European Union and collectively accounts for around 90% of gross world product and 80% of world trade, as well as covering about two thirds of the world's population and half the world's land area, so we use it here as a convenient analogue for the world as a whole.

As part of its global network, Charles Taylor is represented in all the G20 states, and colleagues in our London International Casualty team handle claims in all, both directly and with the assistance of colleagues on the ground. Currently all our offices are either open or supported by colleagues working remotely, and broadly speaking that is true of Insurers, Brokers and the businesses they insure. With the necessary precautions and flexibility, all elements of a casualty investigation can generally be achieved.

Before looking at local variations, it is worth pointing out that the responses to Covid-19 simply increase one aspect of the many challenges encountered in managing and coordinating complex casualty claims internationally under normal operating conditions.

Whilst Covid-19 increases the difficulty in executing an enquiry plan across borders (and currently within them too), the underlying challenge of getting the right resource to site has always existed. In the past we have been faced with a need to arrange engineering attendances at over 200 rural locations in a limited period during a Canadian winter and have been asked to help with a low value pipe leak deep in the Kazakhstan hinterland. Both issues would now be affected by Covid-19, but possibly not even as the primary challenge.

Conversely, the continuing improvements in communications, data transfer and other technologies have greatly improved our ability to undertake remote investigations, and solutions are constantly being found to similar problems today.

Independently of the virus, large and medium scale enterprises seem likely to continue to split and regionalise Insurance, Manufacturing, Technical/Research, "product ownership" and sales functions, with knowledge and staff being physically separate and distributed internationally.

While there may currently be speculation that supply chains will shorten, we would suggest this is driven by tension between the US and China rather than Covid-19, and that for the foreseeable future the stakeholders in a significant casualty claim are very likely to be geographically split, yet capable of responding, whether or not they are in an office. In turn, the current increased friction with regards to physical travel only increases the existing need to design and coordinate an intelligent enquiry plan, assembling teams or mandating individuals to apply the right technical resource to the right meetings and inspections – but this has always been a matter of best practice. The further forced spread of the remote conferencing and other enabling technologies may make cooperation and coordination easier, but we remain of the clear view that the right expertise intelligently deployed on the ground supports the most effective investigations, and it remains possible. Current conditions may put pressure on the time taken to achieve a result, however, and starting the enquiry as soon as possible is more important than ever.

It is also worth noting that restrictions are being raised as well as lowered; in the UK a quarantine on travellers may be imposed for the first time in the coming days, and having opened Wuhan, China has closed other cities in response to further outbreaks. We therefore need to exploit windows of opportunity when they present.

Central coordination as well as local visits are core activities for our London team, but we have always enjoyed great support from the Charles Taylor network and are now working with them more closely than ever. Colleagues here have reached out to friends and partners we're currently working with across the world to provide first-hand views of the present, generally improving position.

Alastair McMillan is working with our colleagues in Tokyo and France.



Glyn Symonds responds from France

"Hullo I am Glyn Symonds, Head of CTA in France, based in Paris and Aix. In more normal times I also help cover North and West Africa. Here in France, Prime Minister Edouard Phillipe and his team have instituted a "traffic lights" designation for each of the Departements in mainland France. At the moment, 8 Departements are "orange", with no "red" but even "green" carries some restrictions, though on 2 June a 100km travel restriction is being lifted. Infection rates seem to be falling and we're hoping for a further loosening of restrictions on the 1st July and there is talk of international travel resuming in late July or August. Personally, the main improvement is that currently I am no longer restricted to exercising inside 300m of my front door and can play golf on Saturday."



And from Tokyo...

"Hi, I am Masafumi Minami, Associate Director at Charles Taylor Adjusting in Tokyo. On April 7, 2020, the Government of Japan declared a state of emergency in relation to the novel coronavirus disease (COVID-19). The Emergency restrictions were lifted in 39 prefectures on 31 May and have now been lifted in the remaining 8. The emergency measures were based on recommendations to refrain from nonessential travel across prefectures and to reduce human contact by 80%, and these remain. However, the Shinkansen and local train services are running, and we continue to be able to make inspections if needed. From my own point of view, the good news is my 7-year-old daughter can go back to school from 1 June, which she's looking forward to - I think."

Melike Baglam and Andrew Shepherd in London work closely with Sadiq Tartici in Istanbul. Sadiq is the owner of Charles Taylor Adjusting's associate, Tareks.

His view is that generally normal life will resume at the end of June/ early July, some of the non-essential shops and hair dressers/barbers have opened but cafés, bars and restaurants are closed with some providing takeaway services. Offices are open but working at half capacity; however, older people and the more vulnerable continue to work from home. Since Sadiq is over 65, he's working from home but Tareks staff are able to go out on site visits with an authorisation.





Lee Staunton has exchanged views with Camilo Olano, Chief Operating Officer for Charles Taylor Chile based in Santiago (and outside the G20) who comments

"The offices in Chile have been predominantly working from home since 16th March, but initially there was only a phased lockdown of the office because teams working on Governmental systems driven claims had to remain in the office until processes could be put in place for those claims to also be administered remotely. While the number of deaths in Chile remains relatively low (just under 1000), social distancing is being taken very seriously and only essential services are now operating. People can leave their houses for grocery shopping and dog walking, but generally unnecessary journeys are not allowed and there is a curfew in place each evening. Lockdown is more strictly operated in areas where a surge of infection is identified, and this can vary from area to area within the same city. Chile is just going into winter and there are concerns that the seasonal change could drive up the number of infections. Lockdown is likely to remain in place for some time to come and the decision has already been made that schools will not return until September."

Charles Taylor Adjusting Chile continues to conduct investigations and surveys since adjusters are considered essential workers, allowing them to obtain documentation to travel to work in otherwise closed areas. As the world's second longest country, disruption to local air traffic is problematic but Charles Taylor has local representation throughout the length of the country.

The following page is a chart summarising the position in each of the individual G20 member states as at Friday 29th May 2020, compiled by International Casualty Team member Melike Baglam. Internally we continue to monitor the position in other territories. The "traffic lights" system is an approximation by Charles Taylor and does not relate to the similar systems used in some of the individual states.



Complete lack of restrictions internal to the territory



Obstacles are limited to basic social distancing and customer acceptance



Restrictions



Hard lock down with no possibility of travel to deal with claims

Country	Status	Cross border and air travel	Notes
Argentina		Borders closed at least to 7 June; named countries restricted	86% of cases reported in Buenos Aires. "social preventive and mandatory isolation" until 7 June. Currently no public transport for non-essential workers
Australia		Few exceptions to an embargo on overseas travel	Less than 20 Covid cases/day; some states and territories limit cross border travel; 3 step plan with step 3 broadly a full return to work hoped for by July
Brazil		No entry for foreigners	Tension between a loose central government and state approaches; very significant infection levels
Canada		PHA Canada advises against all non-essential travel; non Canadians restricted entry; requirements relating to electronic travel authorisation	On site working for critical services; 48% of Canadians estimated to be working from home
China		Many flight cancellations and travel bans in place	Widespread traffic control and road closures
France		Continuing discussion with UK and EC partners	Via its traffic lights system restrictions have been loosened in most mainland French départements
Germany		Plans to ease foreign travel restrictions from June 15	Lockdown has been easing since 25 May; plans differing by state
Italy		Only in case of absolute necessity	Travel outside home regions restricted at least until 3 June
India		FCO advises against	Lockdown imposed 24 March centrally with state governments adding further restrictions; restrictions currently being lifted
Japan		Flights available but entry generally non available to UK and select other travellers	Restrictions ease, but took the form of guidance applied differently by prefecture
Mexico		Most flights suspended regional air travel to be reinstated as a first step	Traffic lights system in place; some easing from 1 June
Russia		Restrictions on entry to almost all foreign nationals	1 June non food and some service sector businesses to reopen; non-essential travel continues to be restricted
Saudi Arabia		International flights largely suspended	Public sector workers to resume by 14 June; target to lift current curfew by 21 June
South Africa		Most domestic and international air travel restricted	Mild reduction in lockdown from 1 May; originally extremely stringent
South Korea		Some flights suspended	Increased social distancing in Seoul Incheon and Gyeonggi provinces until 14 June following resurgence in those areas
Turkey		Domestic and international flights largely suspended	Some lifting of restrictions but under 20 and over 65s have additional restrictions
United Kingdom		Some flights resuming	Lockdown easing at different rates in the four nations
United States		Foreign nationals from listed countries prohibited entry	Variations by state with restrictive rules in place in many of economic hubs

Key Contacts

Nick Patterson BA Hons, ACII, FCILA, FUEI ELAE
Director
London
E: nick.patterson@charlestaylor.com
M: +44 7464 917 966
T: +44 20 7522 7474

Alastair McMillan BA (Hons) ACII ACILA
Director - International Casualty
London
E: alastair.mcmillan@charlestaylor.com
M: +44 7785 474 062

Lee Staunton ACII MinstLM
Director - International Casualty
London
E: lee.staunton@charlestaylor.com
M: +44 7768 555 695
T: +44 20 7398 5367

Andrew Shepherd FCII FCILA
Director - International Casualty
London
E: Andrew.Shepherd@charlestaylor.com
T: +44 207 015 2072
M: +44 7917065943

Adrian Foster
Associate Director LLB (Hons)
Midlands
E: adrian.foster@charlestaylor.com
M: +44 7900 758 610
T: +44 20 7522 7475

Mark Semple
Associate Director
North East
E: mark.semple@charlestaylor.com
M: +44 7469 566 006
T: +44 20 7522 7472

Paul Reay ACII, FCILA, FUEI ELAE
Associate Director
South and South West UK
E: paul.reay@charlestaylor.com
M: +44 7500 120 356
T: +44 20 7522 7491

Denis Peters ACII, FCILA, FUEI ELAE
Senior Adjuster
South and South East
E: denis.peters@charlestaylor.com
M: +44 7887 885 658
T: +44 20 7398 5340

Greg Molyneaux ACII, ACILA, ACI Arb
Associate Director
North West
E: greg.molyneaux@charlestaylor.com
M: +44 7471 025 437
T: +44 20 3320 2272

Melike Baglam
Adjuster
London
E: melike.baglam@charlestaylor.com
M: +44 7585996362
T: +44 2077672776

About Charles Taylor Adjusting

Charles Taylor Adjusting (CTA) is one of the leading loss adjusting businesses in the market. We focus on commercial losses and claims in the aviation, marine, natural resources, property, casualty, technical and special risks markets, many of which are large and complex in nature. CTA is a business of Charles Taylor.

Charles Taylor is a global provider of professional services and technology solutions dedicated to enabling the global insurance market to do its business fundamentally better. Dating back to 1884, Charles Taylor now employs approximately 3,100 staff in more than 120 locations spread across 30 countries in UK & Europe, the Americas, Asia Pacific, the Middle East and Africa.

Charles Taylor  **Adjusting**

charlestaylor.com/adjusting

 Charles Taylor

 @CTcharlestaylor

 @ctcharlestaylor