



AUSTRALIA AND
ASIA PACIFIC'S PREFERRED
PROVIDER OF
BUSINESS INTERRUPTION,
ECONOMIC LOSS
CONSULTING,
LITIGATION SUPPORT,
CLAIMS MANAGEMENT,
FORENSIC ACCOUNTING,
AND RELATED
SUPPORT SERVICES



MSM IS YOUR ADVOCATE IN THE EVENT OF ANY LOSS OR CLAIM

MSM Loss Management is the preferred provider of business interruption, economic loss consulting, litigation support, claims management, forensic accounting and related support services.

With offices across Australia and in Singapore, MSM's reach allows us to service our clients with a hands on and practical approach.

MSM comprises a multi-disciplined professional team including qualified Accountants with **over 25 years experience** across a diverse range of industries and organisations.

The MSM team have both technical and practical experience through their involvement in thousands of claims and litigated matters in both the public and private sectors.

MSM is regularly engaged by major corporations solicitors, accountants, government and public utilities as recognised experts.

PRE LOSS SERVICES

MSM's Independent pre loss reviews are based on our technical expertise and 25 years of practical experience.

MSM provide Independent pre loss advice in conjunction with your broker. MSM has experience across thousands of claims and has seen those programmes that fully respond and those that fall short.

The key point of differentiation is that MSM provides an independent perspective.

The services that MSM can provide:

- **Computation of Declared Values for Gross Profit including Payroll Cover (DVGP)**

MSM's services can vary in scope from conducting simple calculations of Declared Values for Gross Profit (DVGP) and Payroll Cover through to a Business Impact Analysis based on a scenario where critical assets or critical locations are lost. The scope of these reviews can be varied to suit individual client requirements.

- **Advice on Policy Wording, Policy Interpretation and Response**

MSM can review the adequacy of Policy Wordings through building scenarios that test the adequacy of the Policy response in the event of an (Insured) Peril. The outcomes of these scenarios can then be provided to Policy experts to fine tune the wording.

- **Review of Limits of Liability and Sub-Limits**

Reviews of the adequacy of limits and sub-limits across the Policy provide comfort that the level of cover is appropriate. For example MSM can comment on the sub-limits for additional Increased Cost of Workings or dependencies on customers, suppliers and utilities.

MSM can provide scenarios to test the maximum probable loss against the limits in the Policy.

- **Indemnity Period Reviews**

Ensuring the right period of cover is critical. Using their Business Impact Analysis models, MSM can provide input to determine the appropriate indemnity period based on their claims and industry expertise.



CLAIMS PREPARATION AND LOSS MANAGEMENT

Manage the Process. Drive Outcomes.

MSM specialises in the preparation of all economic loss and material damage related claims for clients including large multinationals, listed corporations and government agencies to small enterprises. Since 1989 MSM have prepared and settled thousands of claims in business interruption, economic loss and other related claims, to the satisfaction of their clients. MSM have the experience and the resources to readily gain an understanding of the client's operations and are familiar with the industries in which their clients operate.

MANAGE THE PROCESS. DRIVE OUTCOMES.

The collective experience and expertise gained from the preparation of over thousands of claims ensures that:

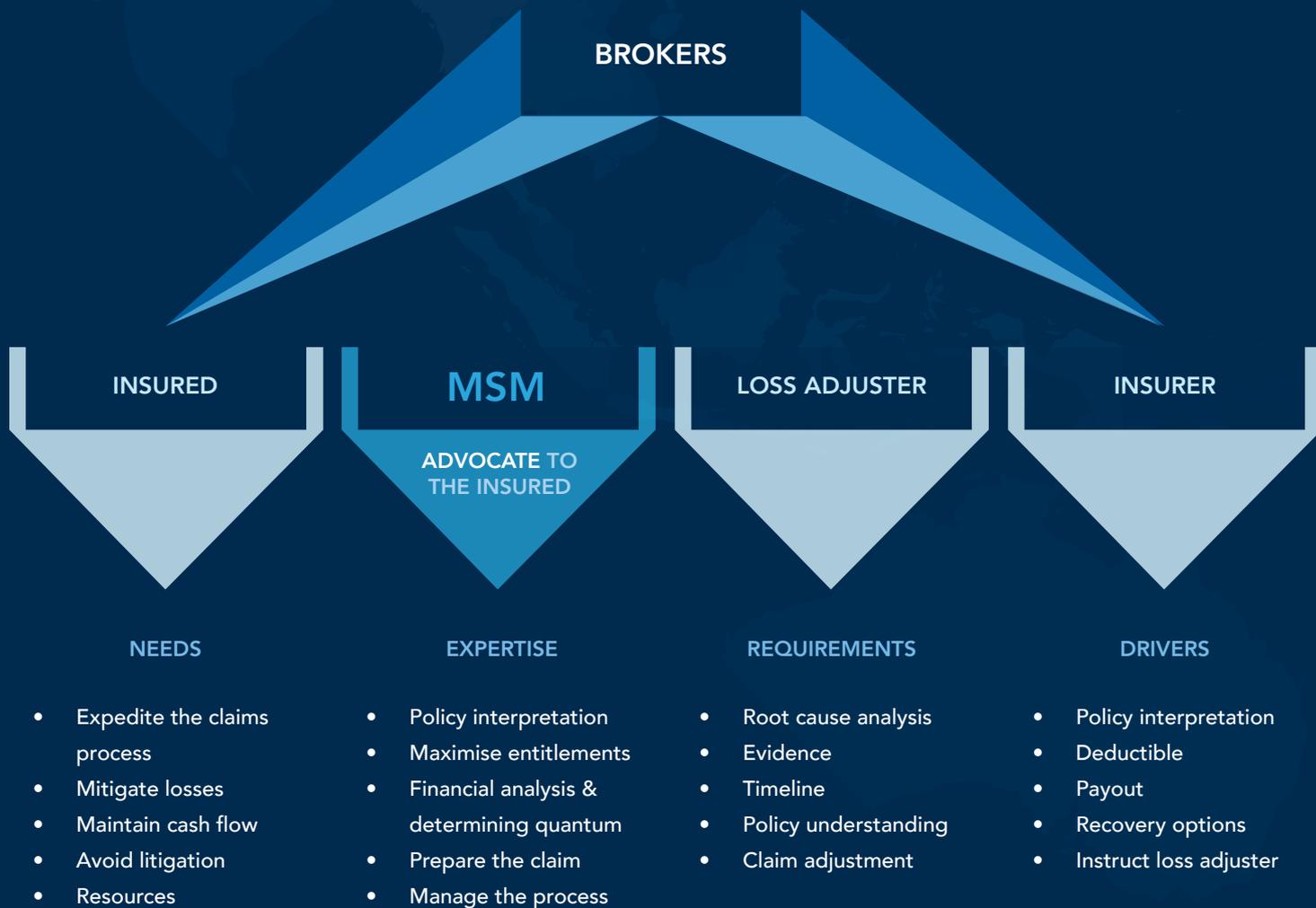
- **Maximum entitlements** are obtained for the Insured
- Timely advice allowing **informed decisions** on critical issues such as recovery actions and payroll decisions
- Proper **management of the claim process** to ensure cash flows are maintained and time frames controlled
- **Commercial settlement** is achieved in the shortest possible time frame
- **Minimise the impact to the business** and free up management resources to concentrate on operational issues

MSM are a **support service** for an Insured's management team and to the Broker to ensure the best outcome can be achieved in the shortest possible timeframe.

MSM also provide a **project management** function which can range from the establishment of basic time tables through to full project management of the claim process.

MSM can provide advice on information management, identification of responsibilities, establishing systems and procedures to capture data.





Areas of Expertise

MSM have undertaken numerous assignments with insurance claims covered under one or more of the following insurance Policy types:

- Property Damage
- Business Interruption
- Construction including Contract Works, Marine, Delay in Start-Up/Advance Loss of Profits
- Professional Indemnity
- Product Liability, Product Contamination, Product Recall
- Fraud and Financial Crimes

MSM OFFICES

▼ Sydney

Level 8/47 York Street
Sydney NSW 2000
Ph: (02) 9249 6666
e: nsw@msmlm.com

GPO Box 196
Sydney NSW 2001

▼ Melbourne

47 Station Street
Malvern VIC 3144
Ph: (03) 9209 9400
e: vic@msmlm.com

▼ Brisbane

140 Latrobe Terrace
Paddington QLD 4064
Ph: (07) 3368 3600
e: qld@msmlm.com

PO Box 551
Paddington Qld 4046

▼ Perth

15/1020 Wellington Street
West Perth WA 6872
Ph: (08) 9486 7000
e: wa@msmlm.com

PO box 1130
West Perth WA 6872

▼ Singapore

9 Battery Road
11/F & 12/F
Straits Trading Building
Singapore 049910
Ph: +65 8168 8773
e: singapore@msmlm.com

www.msmlm.com



