



**AUSTRALIA AND
ASIA PACIFIC'S
PREFERRED PROVIDER
OF PRE LOSS, CLAIM
PREPARATION AND
LITIGATION AND
DISPUTE SUPPORT
SERVICES TO MAJOR
PROJECTS AND THE
CONSTRUCTION
INDUSTRY**





MSM IS AN ADVOCATE FOR PROJECT OWNERS AND FINANCIERS IN THE EVENT OF A CRISIS CAUSING DELAY AND INCREASED COSTS

MSM Loss Management's service offering for major projects and the construction industry covers the full spectrum of the project life cycle including pre-loss reviews, claim preparation and specialist litigation and dispute support services.

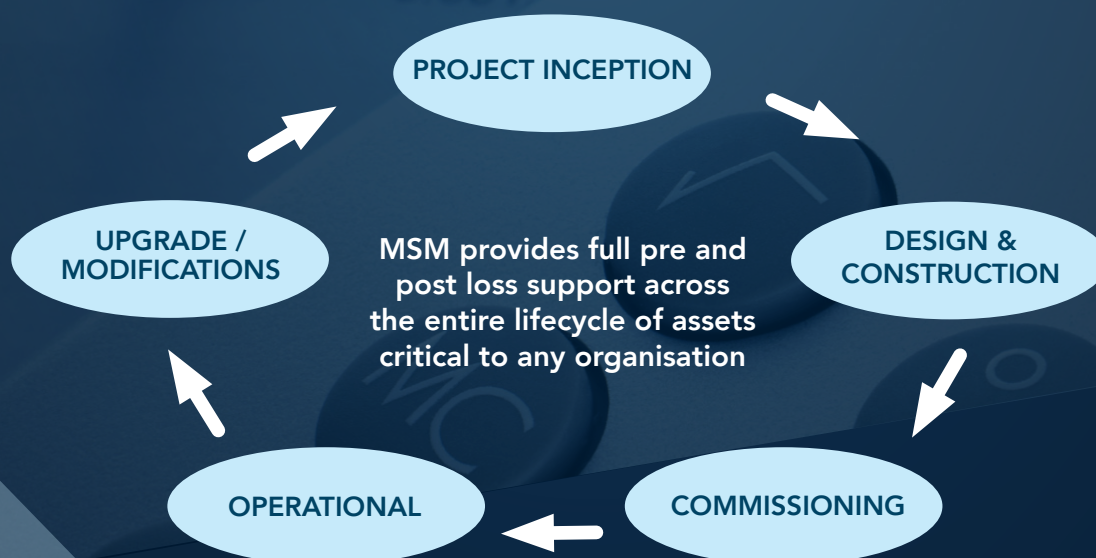
With offices across Australia and in Singapore, MSM's reach allows us to service our clients with a hands on and practical approach.

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.

MAJOR PROJECT AND CONSTRUCTION ADVISORY



THE MSM SERVICE OFFERING

PRE-LOSS ADVISORY - *Informed Decision Making*

MSM has over 25 years experience providing risk advice through insurance channels to contractors, project owners, funders and insurance brokers. MSM specialises in reviewing the adequacy of coverage under insurance programs and policies including Contract Works, Delay in Start Up (DSU) and Advance Loss of Profits (ALOP) policies. These reviews are typically undertaken at the feasibility stage of a project.

The key of point of differentiation is that MSM provides an Independent Perspective.
The services that MSM can provide include:

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. MSM does this by providing scenarios to test the maximum probable loss against the limits in the Policy.

Establishing Processes and Cost Regimes

MSM provide advice on setting up (pre loss) procedures from delay monitoring to cost capture.

MSM works with the Insured at project inception to advise on adequacy of cover as well as advising on the processes and procedures to have in place should a claim be triggered under DSU and / or ALOP and then provide the resources and support necessary to prepare a claim and manage the entire claim process.

CLAIM PREPARATION

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

MANAGE EXPECTATIONS. DELIVER OUTCOMES.

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.

MSM's costs are generally covered under the relevant policies in place.



MSM areas of expertise across the project lifecycle

MSM has seen the risk and insurance programmes, practices and procedures that have delivered as well as those that have not been effective. MSM's team bring a unique combination of skill sets across the project lifecycle and extensive practical experience.

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	PRE-LOSS ADVISORY	CLAIM PREPARATION AND LOSS MANAGEMENT
Advice on delay monitoring, data capture information and communication management	<ul style="list-style-type: none">• Scenario Modelling & Policy Response Reviews• Review of Limits• Indemnity Period Reviews• Declared Value Reviews• Claim Procedures• Financial Modelling and Sensitivity Analysis	<ul style="list-style-type: none">• Claim Preparation• Financial Analysis• Stakeholder Engagement
		TECHNICAL SUPPORT SERVICES <ul style="list-style-type: none">• Dispute Arbitration• Independent Expert Reports• Litigation Support• Forensic Accounting

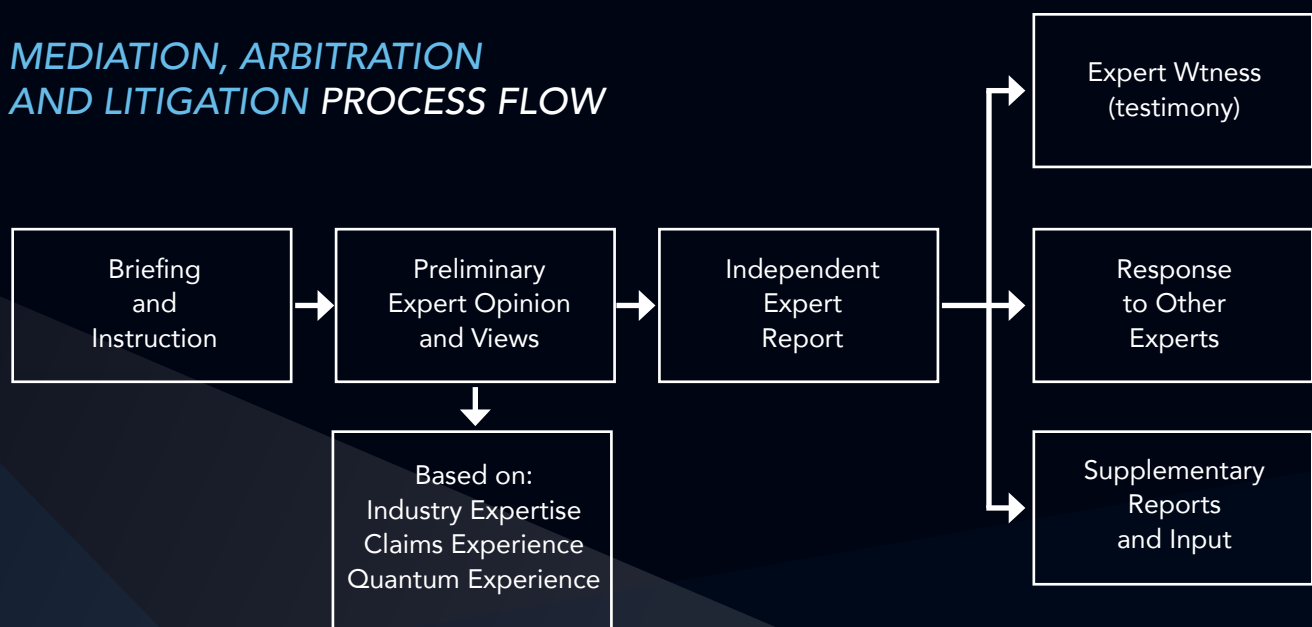
LITIGATION SUPPORT SERVICES

MSM has a proven structured approach to reviewing, collating and analysing information for the production of comprehensive independent and objectives experts' reports. MSM has the experience to fully consider all of the facts and circumstances and produce substantial articulated reports and supporting files.

Services provided by MSM include:

- Advice on documentation requirements
- Analysis of evidence adduced
- Provision of expert reports and oral evidence
- Review of opposing quantum evidence and reports of opposing experts
- Assessment of quantum strengths
- Expert testimony in many jurisdictions
- Dispute resolution
- Negotiation and settlement

MEDIATION, ARBITRATION AND LITIGATION PROCESS FLOW





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