

# Features of Major Onshore Losses in the Oil and Gas Industry

## The Adjusters Perspective

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## PLAN

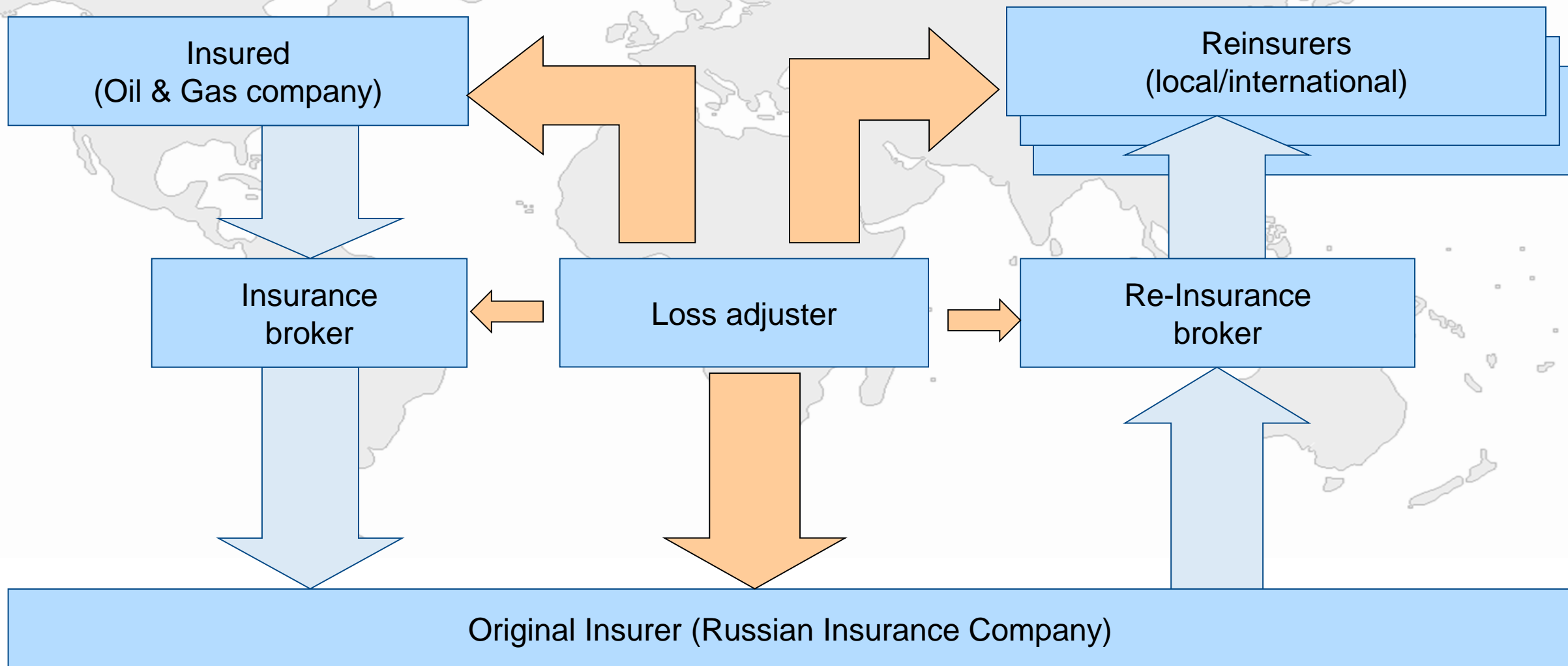
- What is a Loss Adjuster
- Communications
- Common Causes
- What makes a successful claims experience
- Trends







## COMMUNICATIONS DURING THE CLAIM SETTLEMENT





## COMMON CAUSES

- Corrosion
- Incomplete turnarounds
- Operator error
- Weather related events/natural disasters
- Poor supervision and administration
- Manufacturing defects
- Refurbishing and material defects
- OEM (Manufacturer) instructions not implemented
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## WIDESPREAD EXPLOSION DAMAGE



[http://robotpig.net/extras/cyprus\\_zygi/](http://robotpig.net/extras/cyprus_zygi/)



## WHAT MAKES A SUCCESSFUL CLAIM

- Coverage
- Establish Relationships through respect and language
- Right choice of adjuster
- Transparent flow of Information on both sides
- Collaboration
- Right experts
- Involvement of brokers, insurers and reinsurers
- Prompt interim and final payments
- Prompt site access
- It works – numerous large energy losses settled in last 5 years in BSEC Region



## TRENDS

- 3 D Imaging
- Drones
- Outside Service Providers for Power Claims
- Changes in policy wordings: BI, RCA....

**THINKING. GENERATION.**