



# Our Pacific Islands Response Team

# Pacific Islands

*When disaster strikes, you can rely on us to get communities and businesses back on their feet quickly and efficiently.*

The Sedgwick team has extensive experience handling major catastrophes around the world. With the support from our global network, spanning 80 countries, we are able to rapidly respond to any catastrophe situation.

Our experts are committed to providing service excellence and are available immediately to support you and your clients' needs. We have the resources and expertise to provide an effective and tailored response, specific to the individual circumstances of the event.

## OUR CAPABILITY

- Buildings and contract works
- Energy, including solar, hydro (dams and run of river), diesel generation and turbines
- Financial losses, including fraud, business interruption and litigation support
- Industrial plants, including mines, sugar works and mills
- Infrastructure, including ports, airports, telecommunications, roads and bridges

For more information on how we can help, please contact:

**Mark Crosby**  
Head of Property



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## OUR APPROACH



### The right team

Our team of adjusters and accountants have the relevant experience and expertise to manage the demands of each catastrophe.



### Responsiveness

Through advanced planning and utilising Sedgwick's global network, we are able to quickly mobilise and provide immediate support to any region, irrespective of the challenges faced.



### Client focus

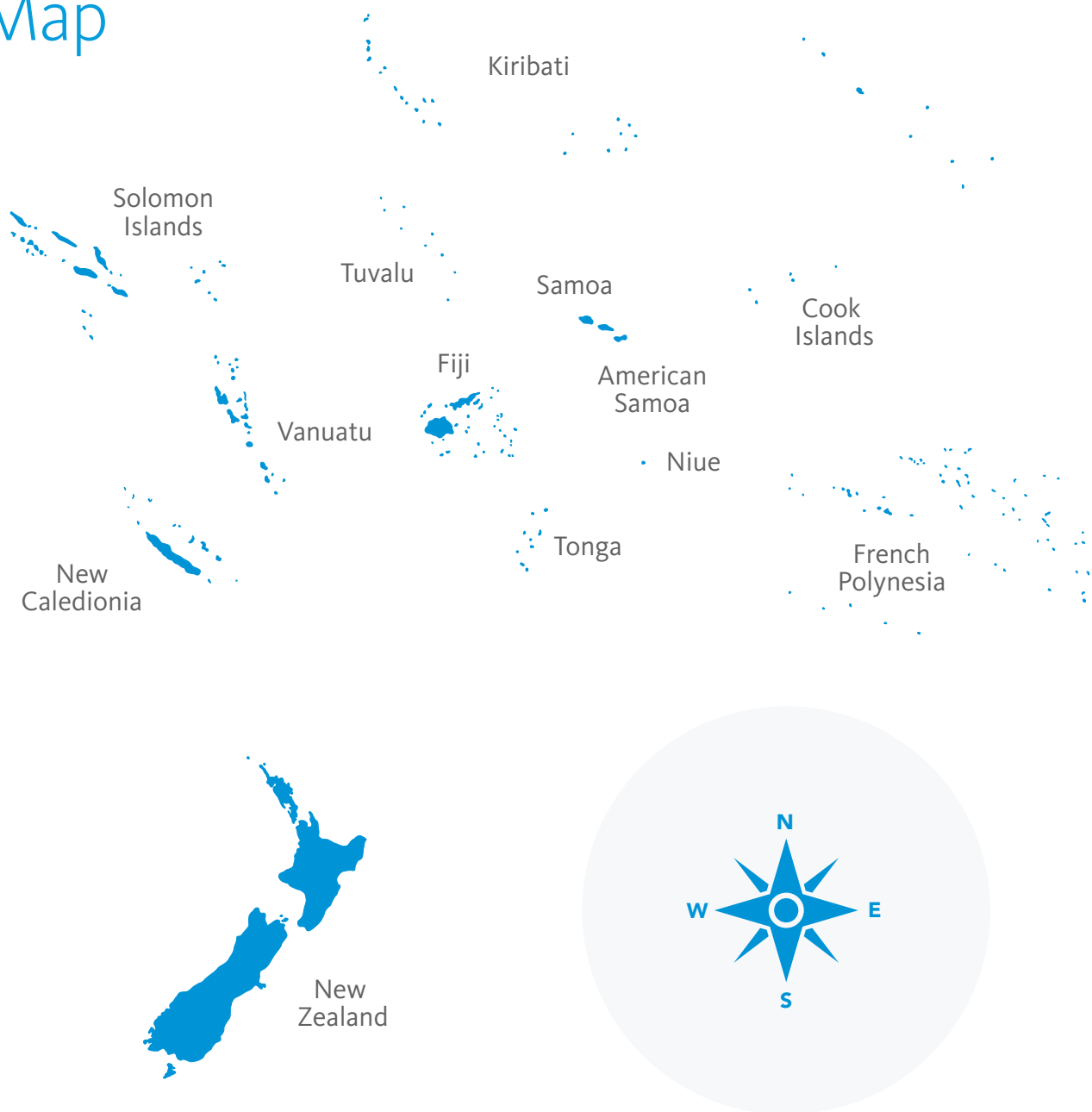
Our success is based on understanding our clients' needs and meeting these consistently and seamlessly.



### Integrity and trust

These are essential elements of our relationships, giving our clients confidence that when they appoint Sedgwick they have the right team for the job.

# Map





# Our leadership team



**Mark Crosby**

Dip Bus (Loss Adjust) ACLA ANZIIF (Snr Assoc)

*Head of Property*

Mark has 30 years loss adjusting experience, the last 20 years with our major and complex loss team. He has been a key member of our Pacific Islands response team for over 25 years and has led a number of our on-site team responses. He has been involved directly with major losses arising from several tropical cyclone events, as well as significant losses arising from tsunamis, such as damage to major resorts and hotels. Setting aside natural disasters, on many occasions Mark has also adjusted major claims in the islands arising from fire and other perils.



**Lisa Dalbeth**

ANZIIF (Fellow) CIP PGDipBus

*Head of Corporate Account Practice - NZ*

Lisa is an industry professional with a diverse background in insurance and extensive experience in property claims. Since entering the industry in 2002 Lisa has also gained invaluable experience from roles held in underwriting, broking, technical claims, loss adjusting, operational excellence, strategy and team management. Specialising in major and complex property losses in both the Commercial and Residential sectors including leading our response for customers affected by Cyclones and Earthquakes in Vanuatu, Solomon Islands, and Tonga. Lisa is also degree qualified in Business with ANZIIF Diploma's in General Insurance and Loss Adjusting and manages our Corporate Account Practice team, as well as claims in the Pacific Islands.



**Paul North**

BCom Dip CILA (UK) AILA (SA)

*Head of Forensic Accounting Services*

Paul commenced loss adjusting in 1991 and has built up a wealth of experience in dealing with complex and large losses. Paul specialises in property damage claims, including machinery breakdown and resultant business interruption, commercial crime and various casualty lines, including products and defective workmanship claims, events and warehouseman's liabilities.

Paul's claim handling experience spans various industries, which includes: manufacturing & process, brewing & bottling, paper & plastics, fishing & farming, retail, telecommunications, film & events and food & beverage.

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# Our leadership team



**Michael Boyes**

DBSc (Hons) CEng MICE ACILA (UK)

*Chartered Civil Engineer/Head of Construction*

Michael leads our engineering team and is a chartered UK civil engineer and chartered loss adjuster.

Prior to relocating to New Zealand in 2015, Michael worked as a loss adjuster in the UK for 23 years. He specialises in the field of construction and civil engineering claims, with experience

in mechanical breakdown, heavy plant, water treatment and rolling stock losses.

Michael has experience settling a claim for fire damage at a solar battery plant on a remote pacific island.



**Aidan Fitzgerald**

BEng, IEng, MIMarEST, DipLA, AICLA (Aff)

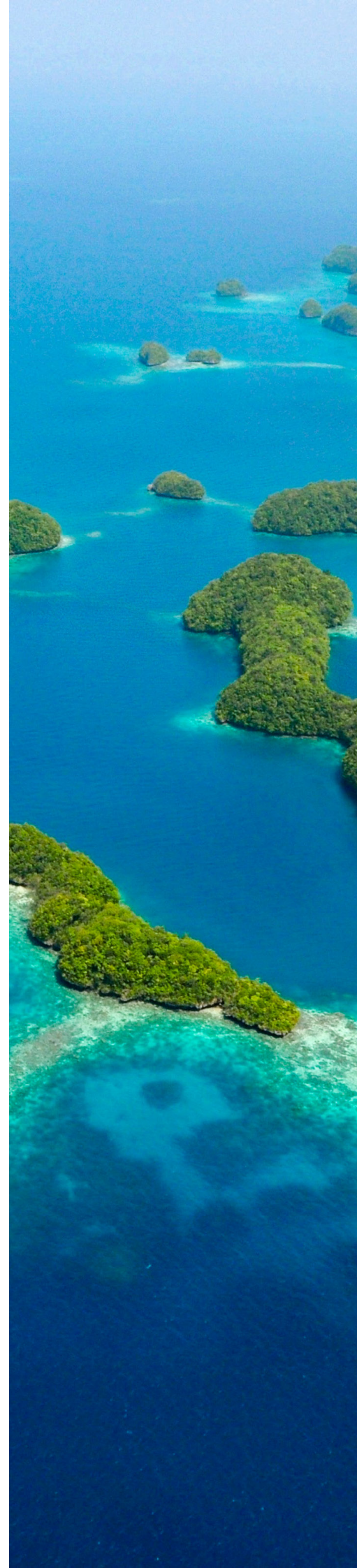
*Marine & Engineering Adjuster /  
Head of Engineering*

Aidan joined Sedgwick's MCL Global division in 2022, specialising in marine and engineering and machinery breakdown claims.

Aidan comes from a marine background and is an Incorporated Member of the Institute of Marine Engineers with 12 years' experience, working on bulk cargo and commercial ships in the oil and gas industries.

As a Senior Marine Engineer he managed the maintenance, operation, inspection and repairs of a wide range of shipboard engineering systems.

Aidan's extensive engineering background has assisted him with dealing with large losses, including both shore based claims involving industrial production and processing facilities, and offshore claims such as machinery breakdown or collision damage of large vessels at sea.



# Our team

*This includes, but is not limited to the following professional loss adjusters:*

## Dave Walker

ACII, FCILA (UK), FUEDI-ELAE

*Executive Adjuster/Chartered Loss Adjuster*

Dave has over 30 years of loss adjusting experience and specialises in agricultural claims. He has led claims teams dealing with all aspects of numerous multi-million-dollar losses. Having worked for Sedgwick in the United Kingdom for 23 years, Dave joined the New Zealand team in 2011 and became an Executive Adjuster in 2022.

## Rob Turner

*Senior Loss Adjuster*

Robert Turner has over 25 years of experience in the insurance industry as a Cert CILA Senior Loss Adjuster in the UK, Asia Pacific and Caribbean. He has specialised skills in handling catastrophic and complex claims in both commercial and residential. He is a leading expert in major loss technical claims and has in-depth knowledge of regulatory and litigation procedures.

## Anika Thomasson

Bcom (Econ), AICLA (Aff), ANZIIF (Snr Assoc) CIP

*Loss Adjuster*

Anika is a highly motivated loss adjuster specialising in major loss property claims. Anika joined the insurance industry in 2018 and has assisted clients with a wide variety of claims, including property, contract works and prize indemnity. Following a successful loss adjusting career in Australia, Anika joined the Sedgwick New Zealand major and complex loss team in 2022.

## Cat Rondon

ANZIIF (Snr Assoc) CIP

*MCL Loss Adjuster*

Cat has over 12 years of experience in the insurance industry. She joined Sedgwick in 2021 and moved into Sedgwick's Major and Complex Loss division in 2023 as part of our protégé scheme. Cat is a generalist adjuster, who works on a wide variety of claims related to property, including commercial, domestic, agricultural, liability, contract works, and marine cargo. With a specialised focus on property claims for domestic and commercial losses. Cat has worked internationally including assisting with catastrophe claims in the UK. From these experiences, she draws the ability to rapidly establish excellent working relationships and quickly opens communication channels which lay the groundwork for getting claims organised and moving forward.

## Kyle Mayfield

BSCE, MEng, CMEngNZ, PE(USA)

*Structural Engineering Loss Adjuster*

Kyle comes from a structural engineering background, with two years of experience as a design engineer, and seven years as a forensic engineer. As a forensic engineer, Kyle evaluated and determined repairs for buildings that have been damaged by earthquakes, hurricanes, hail, fire and vehicular impact. His responsibilities primarily consisted of investigating, documenting, analysing, and determining the extent and severity of property damage. In 2020, Kyle joined Sedgwick's Major and Complex Loss division as part of our protégé scheme.

## Antonio Russo

BEng (Civil and Structural), FCLA, ANZIIF (Snr Assoc)

*Executive Adjuster*

Antonio has diverse experience handling large and complex property claims in Europe and Australia for national and international businesses. Antonio is familiar with working with vested interests to ensure expectations are understood and prioritised in progressing a claim to fruition. Antonio's analytical expertise in the resolution of claims is reinforced by his tertiary qualifications in Civil and Structural Engineering, Finance and Business.

## Jay Kuntawala

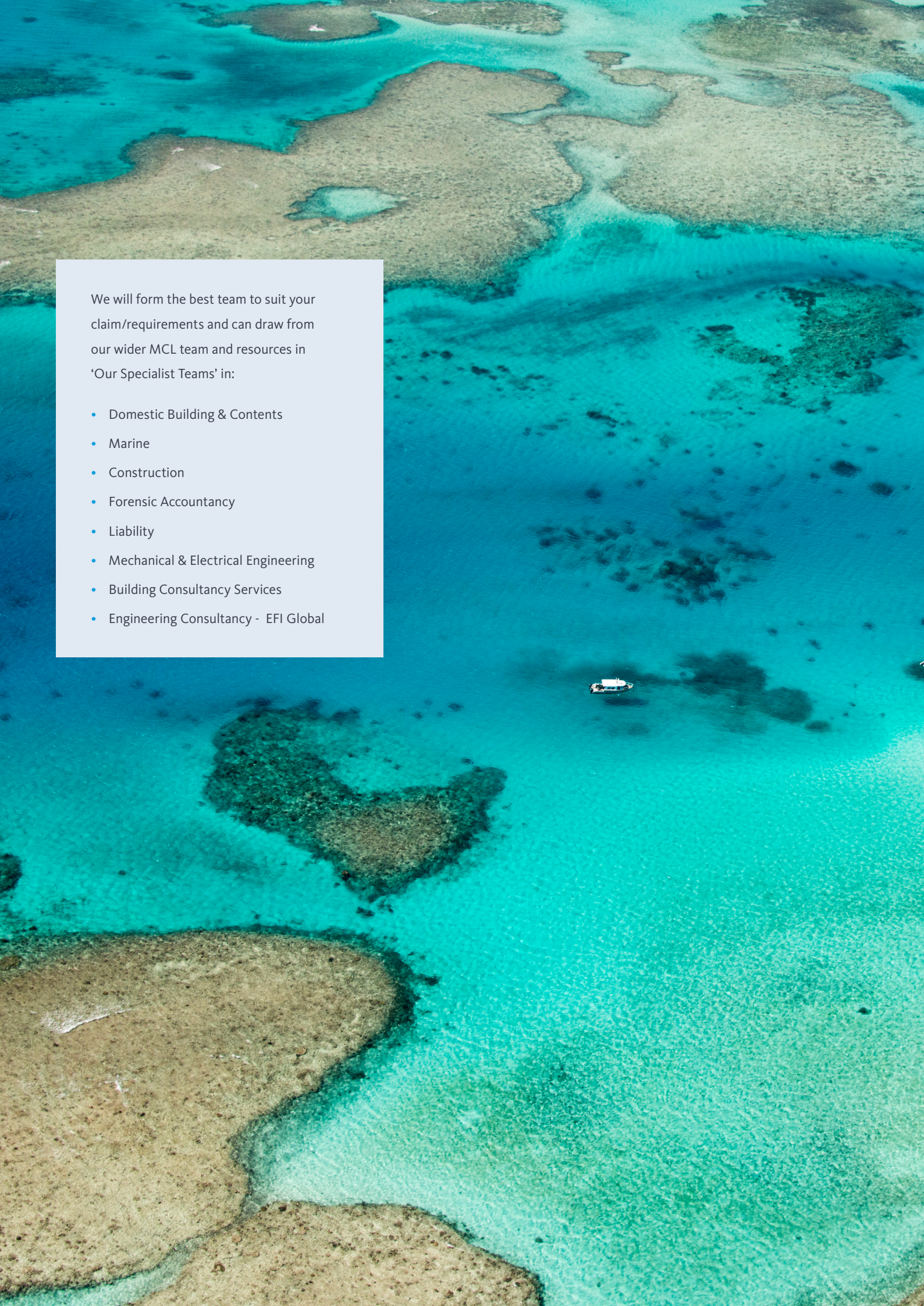
ANZIIF (Snr Assoc) CIP ACLA

*Chartered Loss Adjuster*

Jay is a Chartered Loss Adjuster and joined the MCL Global division in 2018 as part of the protégé scheme.

Jay began his insurance industry career in 2009 and became a loss adjuster in 2012. His previous insurance experience includes working as a claims case manager, specialising in the handling and resolution of large loss property insurance claims in both domestic and commercial lines. Prior to this Jay worked in the retail industry in the Fiji Islands.





We will form the best team to suit your claim/requirements and can draw from our wider MCL team and resources in 'Our Specialist Teams' in:

- Domestic Building & Contents
- Marine
- Construction
- Forensic Accountancy
- Liability
- Mechanical & Electrical Engineering
- Building Consultancy Services
- Engineering Consultancy - EFI Global





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