



## Welcome

Welcome to our Q2 2021 newsletter.

Firstly, on behalf of all at Criterion, I hope you have all had as good an Easter as current restrictions allow. We are hopefully moving into brighter times.

Even though there have been no substantial weather events for some time Criterion remain relatively busy. We have seen a shift during this 'Lockdown 3' from less 'virtual' visits to more physical site inspections and this very clearly remains the method of choice by most policyholders and Insurers. We are developing new tools and processes at pace to provide wider and better choice for claim journeys and we will be revealing more of this work over the coming months.

For now, we thank you all for your continued support and here is to better times.

*Mark Pierce*

Mark Pierce | Operations Director

## Major Loss Service

As a result of increased demand from clients, we are pleased to announce the formal **launch of a new Major Loss Service back in January**. This builds upon our existing major loss capability and puts in place a nationwide team of experienced and qualified adjusters. The team of eight Major Loss Managers is supported by Criterion's support team, to provide the highest levels of service delivery for major loss claims.



## Another satisfied customer...

*One our major HNW insurer clients recently put Criterion adjuster Sean Fitzgerald forward in a collaborative case study. This was a result of fantastic client feedback in the way Sean handled a claim associated with Storm Christoph in January this year.*

The case involved a cellar which was flooded due to prolonged and torrential rainfall. Sadly, the cellar pumps were unable to cope and were overwhelmed and ceased to operate. Sean quickly contacted the customer to discuss the nature of damage – much of it to goods of a sentimental nature. Sean managed preventative measures pre-visit utilising Criterion's supplier network. Sean then met with the client to discuss the elements of the claim and endeavoured to make the assessment and claims process as smooth as possible. A satisfied client then went out of his way to write a letter of thanks for Sean's efforts and professionalism. This was just one of the 108 unsolicited compliments we received in Q1 2021.





## ***Our NEW adjuster for Northern Ireland!***

***We are pleased to announce Craig Harris  
as our first adjuster to be based in  
Northern Ireland.***

Craig will be responsible for servicing claims and growing our business in both Northern Ireland and Eire. Craig joined Criterion in March and is based south of Belfast. He qualified from university with a building engineering degree and is also a member of MCIQB. Craig joins us following 10 years in the building industry and several years in banking, working in a range of departments including 'Personal Banking' and fraud before moving into adjusting. Craig has spent the last five years dealing with a range of HNW and higher value/complex claims.



## **Fine Art and Specie Webinar**

**Our Fine Art and Specie adjusting expert Sean Ball** will be delivering a Webinar on trends and issues in fine art and specie claims on **6<sup>th</sup> May at 11.00am**. CPD points to be gained and a formal invite will follow but if you would like to receive details of the event please contact:

**Lisa Winham – [lisa@critterionadjusters.com](mailto:lisa@critterionadjusters.com)**



## Value at Risk service

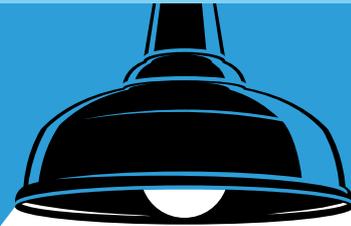
*We have continued to develop the range of services delivered by our Risk Surveying team. Following the successful launch of our 'Broker Survey Service' in 2020 we are pleased to announce the imminent launch of our 'Value at Risk' service.*

Whilst the vast majority of what our Risk Surveying team deliver is related to pre-loss surveys this new service will provide post-loss property value at risk assessments where there are concerns about under-insurance. Over the past 12 months we have seen an increasing demand from our clients for our expertise in this area and this has led to the development of a formal service. Further details to follow.



## In the spotlight

*We caught up with Dave Mello, Operations Manager at Criterion with some quick-fire questions.*



### **What do you do at Criterion?**

I am involved in the day-to-day management of the adjusting team with responsibility for quality delivery through rigorous internal auditing and report approval. I am also involved in complaint handling and serve as a technical point of reference for complex issues or challenging cases. I carry a small caseload and act as one of several major loss managers within our new major loss service.

### **How has lockdown impacted your work?**

During lockdown our Guildford HQ was replaced by virtual working. Claim visits have returned to normal frequency albeit with full adherence to Covid guidelines. On an operational level, the use of Microsoft Teams as a meeting platform has, in my eyes, enabled us to achieve much more than I thought would have been possible. Indeed, the whole Covid event has seen us implement a great deal of positive change throughout our business.

### **What are your hobbies outside of work?**

I have played guitar for many years and formed a band, Hair of the Dog, with a few schoolmates a few years back. We play heavy rock and have in our time played to a crowd of several hundred people in Bordeaux, which was a 'Battle of the Bands' competition. I wrote a song, 'Dark Days' which was released onto Spotify and it currently has nearly over 11,700 listens (growing all the time!) I also coach a local youth football team that my youngest son plays for. My other son is into martial arts, which is another passion of mine, having previously worked up to purple belt in Kung Fu.