



DWF Adjusting Australia is part of the expanding DWF Adjusting global footprint.

DWF Adjusting provides adjusting services in respect to claims arising under contract works, construction liability (both property and personal injury) and professional indemnity policies, to insurers and underwriters involved in construction and engineering and general building areas. These cover a diverse range, from claims by and against head and sub-contractors to claims against engineers, architects and surveyors and other construction professionals

What we do

Specialising in claims relating to and arising from Construction and Engineering; whether this is in the form of contract works, public and product liability, or professional indemnity claims, we have extensive experience in all classes.

Our main areas of operation are key Loss Adjusting services in respect of claims resolution, including:

- Investigation of circumstances including:
 - Review of policy liability
 - Review of liability and contractual issues
 - Review of quantum and costings
- Scopes of Work
- Desktop assessments
- Dispute resolution and mediation
- Representation of insurers and insureds at tribunals/mediations
- Litigation support

Our approach

Our mission is to work closely with our clients to achieve an early and effective resolution of the claim. Using our extensive experience and expertise in delivering technical adjusting services our adjusting team will:

- Communicate clearly with all parties
- Make appropriate site visits and inspections
- Analyse material and data and test it against known standards and benchmarks
- Report clearly and succinctly, in a timely and efficient way.
- Manage the claim not only with the insurer but all parties involved
- Negotiate with relevant stakeholders

Why DWF Adjusting Australia?

With a focus on outcomes but with an intuitive understanding that claims handling is a relationship-based exercise, we are a dynamic and experienced team offering specialist expertise in Construction and Engineering claims including:

- Insurance Claims
- Desktop Assessment
- Scopes of Work
- Dispute Resolution and Mediation
- Tribunal Representation
- Litigation Support

We offer the best of both worlds: Our offices are locally managed and operated, such that we can offer bespoke solutions to meet client needs, while our back office functions such as accounting, data management and compliance are managed centrally, which creates efficiencies that are passed on to our clients.

DWF Adjusting is part of our Connected Services division which contains a range of independent businesses that work alongside, support and deliver products and services to our legal teams and clients.

We are a global legal business, transforming legal services through our people for our clients. We have over 25 key locations and 2,700 people delivering services and solutions that go beyond expectations.

Meet the team



Ian McWalter
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Ian has over 40 years' experience as a Loss Adjuster. After specialising in Construction and Engineering claims for the last 23 years, Ian has dealt with all classes of cases – from building collapses to major infrastructure claims, and claims against building consultants, architects, engineers and construction companies. Case highlights include:

Claim for repairs to a geothermal power station – quantum in excess of \$150m:

This claim involved alleged errors and omissions in the design of various aspects of a geothermal power station during its construction. The complexity of the project required efficient and effective management of significant volumes of information/documentation, and to review issues relating to loss mitigation works relative to the operation of the PI policy. Ultimately a substantial part of the claim was withdrawn and only a relatively small settlement made.

Claim for repairs to a coal loader dump station – quantum in excess of \$38m:

The claim resulted from alleged deficiencies in specialist subcontractors works resulting in flooding of a dump station under construction. Ian was involved in investigations as to causation and also quantum of the main claim as well as settlement of the specialist subcontractors' claims, which were in excess of \$2m.

Damage to sewer lines caused by tree roots – quantum \$65.00:

The number of zeros at the end of a claim do not necessarily make it memorable or difficult, but relevant stakeholders may do. The claimant was irascible, the local Council, after a year of argument, ranging between angry and bored. Ian attended a site meeting with Council officials but neither party would converse. To break the impasse, he went inside with the claimant's plumber, agreed a quick scope and price, came out and told them all we had settled it for \$65.00.



Simon Hovian
Executive Loss Adjuster
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Specialising in Contract Works claims, Simon has been in the insurance industry for over 15 years and has extensive experience ranging from Government to mainstream contractors and consultancy.

High value civil infrastructure claims – quantum in excess of \$20 million:

Simon has been involved with a significant number of claims of varied value and complexity. He has managed a number of high value civil infrastructure claims for road instrumentalities, including a package of storm damage losses which were claimed at over \$20m which occurred over a period of nine months.

High value building claims – quantum in excess of \$1 million:

Simon has also managed a number of higher value (\$1m+) building claims including collapse of scaffold during the build of a major bridge construction in the ACT – the damage that resulted included the scaffold, formwork and the partially placed concrete deck.

The collapse of a 10m high wall:

Other substantial losses he has dealt with include the collapse of a 10m high wall from a neighbouring property which was being demolished which fell onto a formed deck – the damage included formwork, new concrete slab works and in slab services.



Benjamin Chang
Victoria Manager - Senior Loss Adjuster
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Ben has been involved him in a broad spectrum of Construction and Engineering claims ranging from civil infrastructure projects including bridge claims, soil stabilisation issues, and electrical infrastructure to high rise and waterproofing. Case highlights include:

Errors in structural design:

A claim involved errors and omissions in relation to a structural design, for a multimillion dollar commercial building, by an engineering consulting firm. The claim required detailed engineering analysis to review the claimed rectification works and ensure cost effective measures were adopted and implemented.

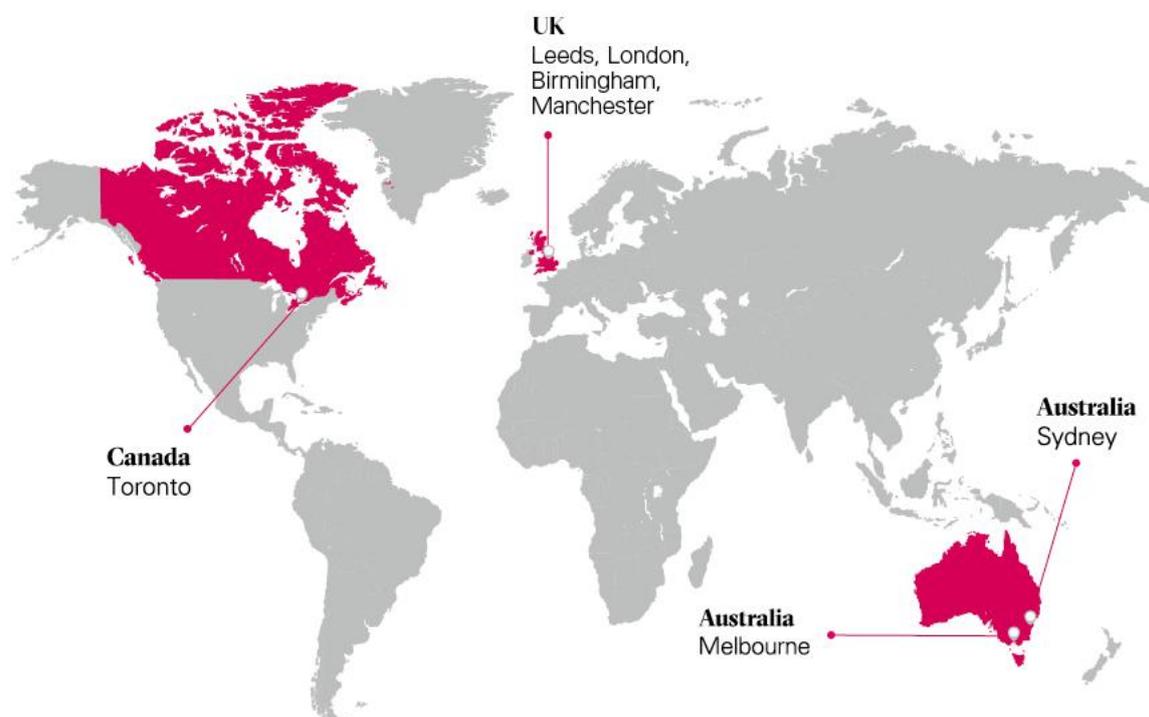
Water infiltration:

A high end residential dwelling had various issues relating to water ingress and cracking within the building. Ben defended allegations made against one of the subcontractors by carrying out detailed investigative work of a highly technical nature whilst communicating effectively with various stakeholders.

Building collapse

Collapse of a building that was undergoing refurbishment as part of the insured's contract works. The collapse resulted in damage to a number of Third Party properties. The claim required in-depth engineering knowledge to determine causation and assess the costs to rectify the damage.

Global Adjusting locations



Beyond borders, sectors and expectations

DWF is a global legal business, connecting expert services with innovative thinkers across diverse sectors. Like us, our clients recognise that the world is changing fast and the old rules no longer apply. That's why we're always finding agile ways to tackle new challenges together. But we don't simply claim to be different. We prove it through every detail of our work, across every level. We go beyond conventions and expectations.

Join us on the journey.