



Crawford®

Major & Complex Loss

Crawford's UK Global Technical Service team meets the most challenging claims head-on

Crawford is there with the right team, the right technology, and the right processes to help you restore and rebuild.

One of the benefits of partnering with Crawford is the depth of our expertise and capacity in a variety of specialties and industries, including:

- Agriculture and food
- Cyber risk
- Banking and finance
- Building and construction
- Engineering
- Environmental risk
- Manufacturing
- Marine
- Mining
- Power and energy
- Public entity
- Real estate
- Technology
- Telecommunications
- Transportation
- Retail
- Hospitality
- Forensic accounting



Key Contacts



Glenn Thornton

ACII ACILA

Head of Major & Complex Loss

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North

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London and South

Mark Jones

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Midlands

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London



Gavin Bashford BSc(Hons) MCIQB AssocRICS Dip CII (Claims) MFPWS BDMA.InsTech

MCL Surveyor

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Gavin is an experienced building surveyor within the insurance market based in London and the Southeast. Experienced in general peril reinstatement of domestic and commercial premises with a background in subsidence. Currently working in Major & Complex Loss team, managing a wide portfolio of domestic and commercial losses.



Max Berring MSc, ACILA, ACII, BDMA Ins Tech

MCL Loss Adjuster

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A Chartered loss adjuster with over 7 years experience in claims and loss adjusting. He has dealt with a varied portfolio of properties in and around London, and sometimes further afield.



Tony Chandler BDMA Ins Tech

MCL Senior Adjuster

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Tony is an experienced commercial loss adjuster with 28 years' adjusting experience and is part of the London Market Team for general property. He handles a portfolio of commercial, high net worth & property owner claims with a number of broker nominations within London and Northern Home Counties.



Andrew Collins Dip CII ACILA FIFAAAT

MCL Senior Adjuster

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Andrew has been a loss adjuster for over 20 years and joined Crawford in 2018. For the past 10 years he has been specialising in agriculture and rural claims. Andrew has worked on many of the major surge incidents in the UK dealing with both domestic and commercial claims.



Simon Cox

MCL Regional Services Manager London

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Experienced insurance professional with over a decade of leadership in diverse team management and driving business growth. Skilled in emotionally intelligent and analytical insurance management. Proven record in enhancing efficiency, customer satisfaction and meeting financial targets. Adept in strategic planning, individual metrics analysis and delivering transparent insurance solutions. Dedicated to fostering united working environments and surpassing performance targets.



Neil Defries ACII FCILA FEUDI-ELAE

MCL Technical Director

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Neil is a chartered loss adjuster with over 30 years' experience. He has held a number of management positions and has regularly dealt with multi-million pound losses including hurricane damage claims in the Caribbean.



Simon Dunstan BSc MRICS ACILA BDMA Ins Tech

Head of Surveying

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Simon is head of our UK major loss surveying team overseeing the general practices and development of our loss surveying product. Dual qualified surveyor and adjuster, Simon works primarily as part of a multi disciplinary team dealing with both domestic and commercial major losses. Working on high profile losses, he provides expertise on costs and programming with a particular view to potential business interruption impact.



Peter Graham MBA BSc MRICS FCILA FUEDI-ELAE

MCL Investigator

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A qualified mechanical engineer within the aerospace industry, Peter has also served as a detective for the Police before moving to loss adjusting. Peter has 29 years' investigative experience and specialises in the investigation of commercial, domestic, engineering and plant claims, together with client internal company investigations.



Jonathan Green ACII ACILA Chartered Insurance Practitioner Pg Cert Fraud Management ACFS

MCL Senior Surveyor

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Jonathan joined Crawford in October 2018 and has over 25 years' surveying experience, the majority being spent in the insurance industry. He has handled a variety of building claims including project management of fire, flood and escape of water repairs. He has also dealt with the investigation and reinstatement of subsidence damage as well as general building defect diagnosis and cost validation work.



Paul Harbord ACII FCILA FUEDI-ELAE FIFAA

MCL Technical Director

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Paul has over 30 years' adjusting experience based in London. He has a wide range of experience having lived and worked overseas and been involved in hurricane and earthquake catastrophes. He is the lead adjuster on major losses and deals with commercial property damage claims and client property portfolios.



Stephen Hayes ACILA

MCL Loss Adjuster

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Stephen is a Chartered Loss Adjuster within the Major & Complex Team and is based in East Sussex. He covers the South (East), London & Home Counties. His portfolio includes domestic, high net worth, and commercial property owners.



Nathan Holt BA (Hons) FCII ACILA

MCL Adjuster

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Currently handling a mixed portfolio of commercial and high net worth domestic major losses in the Southeast, London, and East of England.



Andrew Moreton CEng MICE FCABE C.Build.E CertCII BDMArch(Ins)

MCL Surveyor

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A Chartered Engineer and part-qualified insurance practitioner with over 25 years' experience in the buildings insurance industry. A surveyor within Crawford's UK Major & Complex Loss team, assessing building damage issues arising from perils such as flood, fire, storm, subsidence and escape of water. Primarily covers London and Home Counties area.



Ammar Qureshi Dip CILA Dip CII (Claims)

MCL Loss Adjuster

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Loss adjuster covering the South region and handling high-value domestic and commercial insurance claims. Experienced in managing a diverse portfolio including fire, flood, storm, malicious damage, impact damage, escape of water and accidental damage, delivering fair and efficient settlements with a focus on technical accuracy and customer care.



Steven Smith ACILA ACII BDMA Ins Tech

MCL Adjuster

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Steven is a Chartered, Major & Complex Loss Adjuster based in London and the Southeast handling a variety of commercial and domestic major and complex claims. Steven also holds positions on the CILA Special Interest Groups for Property and Future Focus, while also taking part in the 2022-2023 CII New Generation Claims Group.



Helen Stanley Dip CILA Dip CII BDMA Tech (Ins)

MCL Adjuster

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Helen is a seasoned insurance claims professional with over 20 years' experience in major commercial property damage claims and high net worth losses.



Michelle Thackeray ACILA ACII

MCL Adjuster

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Michelle is a Chartered loss adjuster and Chartered insurance practitioner within the London team, with expertise in major property damage, high net worth, and business interruption claims.



Neil Watson ACII CMIRM FCILA FUEDI-ELAE FIFAA

MCL Technical Director

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Neil is a professionally qualified Major & Complex Loss senior adjuster with depth of expertise gained over 35 years in the insurance industry. Carrying a wealth of experience in loss adjusting dealing with commercial property, buy to let, listed buildings, and HNW major losses. He works extensively across the UK and on occasion abroad dealing with claims on several bespoke high-profile Corporate Nominations accounts.



Claire Welford ACII ACILA

MCL Senior Adjuster

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Claire joined Crawford in September 2020 and comes with more than 30 years' experience in the London and general Insurance markets, predominantly in the UK property adjusting and fraud investigation arena for both commercial and personal insurances.



Matthew Williams MCIOB

MCL Technical Surveying Manager London & South

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Matt joined Crawford in March 2021 as a surveyor for the major & complex loss London team. He is a chartered construction manager with over 20 years' experience in construction. For the last nine years, he has been surveying and project managing domestic escape of water, fire, subsidence and major loss claims.



Barry Winfield BDMA Sen Tech

MCL Head of Loss Mitigation

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Barry heads up the loss mitigation team and has been with Crawford since 2019. His career in damage mitigation and restoration spans 25 years and includes project management and consultancy roles at various mitigation specialists.

Barry has gained vast experience across all types of perils, specialising in MCL claims to property, machinery, electronics, documents, and fine art. He has also extensive experience in the HNW sector, including damage recovery of period buildings. Barry welcomes the collaboration of damage restoration suppliers on claims and encourages open discussion to deliver the best resolution for insurers and their clients.



Alastair Wood BSc (Hons) MCIOB

MCL Surveyor

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As a Major & Complex Loss surveyor, assesses claims at the initial stage, reports on damage, reviews policy coverage in respect to value at risk, and comments on compliance with policy wording. Supports claim resolution from assessment to reinstatement, offering expertise in building regulations, statutory compliance, and financial evaluation.



Paul Barlow HNC Mech Eng

MCL Senior Adjuster

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Paul has in excess of 30 years' adjusting experience working predominantly in London and the South East. Paul is a very experienced loss adjuster with known specialism in property and business interruption losses, involving both private and public sectors, and high net worth individuals.



Dan Carpenter BDMA Tech

MCL Loss Mitigation Specialist

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A damage restoration professional with over 13 years' experience in the insurance industry, Dan specialises in Major & Complex Loss claims, including flooding, escape of water, and fire claims in both residential and commercial sectors. His expertise includes major loss restoration, structural drying (traditional and modern construction), fire decontamination, and initial incident mitigation.



David Damsell MBA IENG AMStructE MCIQB FCILA FUEDI-ELAE

MCL Technical Director

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David's career began with six years in a consulting engineering practice followed by seven years with major construction companies. He now has over 30 years of property loss adjusting experience including as a specialist adjuster on property and construction, managing the co-ordination and delivery of loss adjusting services for construction and major loss units.



Danny Fowler ACII ACILA Chartered Insurance Practitioner Pg Cert Fraud Management ACFS

MCL Head of Investigations

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Danny is one of our specialist major & complex loss Investigators and has worked in insurance for 26 years, the last 19 in loss adjusting. He joined Crawford in 2009. His investigative work includes commercial, domestic and engineering claims.



Michael Green MCIQB

MCL Surveyor

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Experienced building surveyor providing specialist knowledge on complex building issues. A great communicator and team player. Michael works well under pressure and strives to go above and beyond to create opportunities, using his initiative to resolve problems and deal with complex matters.



Stephen Hendry

MCL Regional Service Manager, South

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Steve has over 20 years' experience in the insurance industry working in claims within the broker, insurer and loss adjusting fields. He has worked in claims, managing his own caseload and has also managed various claims teams with a broker and also a loss adjuster. Steve joined Crawford in 2019.



Simon Horner MA Hons Oxon ACII ACILA

MCL Senior Adjuster

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A chartered insurance practitioner with over 20 years' experience, Simon has dealt with claims ranging from small domestic thefts to domestic and commercial major loss claims, including niche sectors; agri-business, estate management, fidelity guarantee and high net worth domestic accounts. He has handled claims following catastrophe incidents including floods in Carlisle, East Anglia and Sussex, winter burst pipe surges, refinery explosion and tornado damage.



Mark Jones MBA DipM MCIM

MCL Regional Director London & South

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Mark was appointed MCL regional operations director in April 2022. Mark is responsible for the London and Southern regions, having previously held the role of Crawford BI surge manager in 2020, delivering a customer-focused operational response to claims during and post the COVID 19 pandemic. Mark has worked for multiple loss adjuster companies and TPA providers, delivering change management programmes and strategic projects leading to growth for all these businesses. Mark has over 35 years' experience of Lloyd's, London Market and general insurance.



Holly Marchant ACILA Dip CII BTEC Equine Studies BDMA Ins Tech

MCL Adjuster

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Holly has gained a wealth of diverse adjusting experience throughout the commercial, agricultural, domestic and HNW sectors, with a strong commercial and agricultural background and a passion for equestrian. Holly gained Associate status of The Chartered Institute of Loss Adjusters in 2021 whilst progressing her career in Major & Complex Loss. She is an active advocate for Women in Insurance and provides many supporting and mentoring roles, as well as assistance with training and development. Holly has handled major loss claims throughout the South for a range of Insurers, involving complex commercial, agricultural, domestic and business interruption claims, including high profile cases.



Meryl Martin ACILA

Mid-Market Adjuster

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Meryl is a Chartered loss adjuster with 15 years' experience across all aspects of property adjusting. She specialises in domestic major loss, private client claims, and high net worth losses across London and the South East.



Michael Pearce BSc (Hons) MCABE MRICS

MCL Surveyor

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Major & complex loss surveyor in the south team. Michael's main role is to support and assist loss adjusters with the buildings aspect of a claim. This includes site visits to assess the cause and extent of damage, value at risk and reserve calculations and reviewing proposed repair schedules.



Steve Phillips BSc (Hons) ACII ACILA ACABE ICIQB

MCL Senior Adjuster

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Steve has worked in the loss adjusting profession for 22 years. Since joining Crawford in 2012 he has handled a mixture of commercial losses as well as a wide range of major loss household and high net worth claims for storm, fire, flood and escape of water damage. His experience includes catastrophe claims following the Yorkshire and Cumbrian floods.



Adam Smillie Dip CII (Claims) Dip CILA

MCL Adjuster

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Adam is an adjuster with over 15 years' experience. Having started his career in liability, Adam has worked across the UK and Republic of Ireland, in addition to undertaking catastrophe work in the Caribbean. A qualified drone pilot, Adam has an interest in how emerging technologies can assist in claims investigation.



Rob Stafford ACII FCILA FUED-ELAE

MCL Technical Director

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Rob is a senior loss adjuster with over 30 years' experience within the loss adjusting profession. He handles a wide portfolio of household and commercial claims, primarily throughout the South, South West of England and South Wales. Rob has a special interest in technology, operations and change, with an extensive experience of historical buildings and construction. He is actively taking a key role in mentoring and developing junior adjusters.



Chris Southcombe BA Dip CII (Claims) Dip CILA BDMA Ins. Tech

MCL Adjuster

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Chris is an experienced loss adjuster within the Major & Complex team and is based in Taunton, Somerset, covering the Southwest of England. He has worked across the insurance industry for 11 years in various roles in adjusting and broking.



Abigail Taylor ACII FCILA

MCL Senior Surveyor

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Abigail is a chartered surveyor with over 15 years' experience. Abigail joined Crawford in September 2018. She provides building advice on a range of property related claims. She has extensive experience in project management of claims from day one through to completion.

Midlands



Stephen Allport BSc (Hons) FRICS FCILA MCABE FUEDI-ELAE

MCL Surveyor

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With over 30 years' experience in loss adjusting, Stephen is the surveying manager for the Midlands. For the last 15 years he has been managing the co-ordination and delivery of loss adjusting services for UK corporate accounts, particularly property management companies. Stephen has field adjusting experience in a wide variety of businesses with particular emphasis on property.



Chris Anton BSc FRICS FCILA FIFAA FUEDI-ELAE

MCL Senior Adjuster

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Chris is a dual-qualified surveyor and adjuster, with over 30 years' experience. He has vast expertise in and knowledge of a wide portfolio of major losses ranging from agriculture, commercial and domestic buildings, fires and floods to subsidence and heave claims. He spent a period seconded to the Kuwaiti government, assisting with United Nations reparation claims.



Sean Ball ACILA MRICS

MCL Loss Adjuster

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Sean is a Chartered Loss Adjuster and a Chartered Surveyor, who over three decades has dealt with a wide range of claims and managed insurance teams. He has considerable experience in handling losses involving commercial properties and businesses, historic houses along with VIP policyholders, Jewellers Block and the antiques trade.



Gareth Barnes BSc (Hons) ACLA

MCL Adjuster

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Gareth is part of the Midlands Major & Complex Loss team, mainly servicing South Wales across to Oxfordshire and also has expertise in construction/contract works, plant and equipment and property liability, handling property and domestic claims in excess of £100,000.



Samantha Brook Cert CII Cert CILA

MCL Regional Service Manager

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Samantha is a skilled insurance professional with over 17 years of experience in the industry covering everything from claims handling to loss adjusting. Samantha is currently the regional service manager for the Midlands team..



Chris Buesnel MBA FCII FCILA FUEDI-ELAE

MCL Technical Director

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Chris is a leading major and complex loss adjuster with considerable experience in all aspects of loss adjusting. In addition to his lead role on major losses, he actively manages a number of local and global insurance programs and co-ordinates adjusting input on a number of specialist schemes.



Gary Clark ACII

MCL Senior Adjuster

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Gary began his loss adjusting career in 1990. He handles major property losses including commercial fire, flood storm and escape of water losses. Gary has experience in pharmaceutical, clothing and textiles, engineering, retail, hotel / leisure, housing associations, care homes, property owners and public houses. Gary also has a wealth of experience in handling large domestic losses.



Steve Davison BSc MCIQB MAPM AssocRICS BDMA Tech (Ins)

MCL Surveyor

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Steve is qualified as a Chartered Construction Manager and an Associate of the RICS. Duties involve preparing value at risk sum insured calculations, building reserves, advising on the extent of damage and required reinstatements, liaising with various stakeholders (including other surveyors), and monitoring progress of the repairs and costs.



Pat Dunworth ACILA Dip CII (Claims)

MCL Technical Director

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A qualified adjuster with over 30 years' experience in the industry, Pat's focus is on commercial property and BI major loss and his expertise extends across all sectors, leaving him a trusted choice of adjuster for insurers, brokers and policyholders alike. In addition to his major loss experience, Pat has also led and managed teams on a regional and national basis, including those in the most challenging of CAT and surge environments.



Oliver Erskine BSc(Hons) MRICS

MCL Surveyor

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A motivated Chartered Quantity Surveyor with pre and post contract construction experience spanning a wide range of sectors in both the UK and overseas, Oliver joined Crawford in May 2025. He is well versed in cost planning and estimating, cost management and control, project monitoring, procurement strategies and risk management.



Andrew Greaves BSc (Hons) MRICS BDMA Ins Tech

MCL Surveying Manager North

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Andrew is an experienced building surveyor and adjuster who has worked in the industry since 1996. Andrew has worked in senior technical roles and has managed a team of subsidence engineers and surveyors. He has experience with domestic and commercial major and complex building claims, specialising in defect diagnosis, subsidence, fire, flood, explosion and impact. Andrew joined the team in 2019.



Ewart Hodge MSc, FCII, FCILA, FUEDI-ELAE, ACFTech, CFE

MCL Adjuster Manager

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Ewart is a Chartered Loss Adjuster and Chartered Insurance Practitioner with 15 years of experience. Ewart is experienced in dealing with large claims in a variety of commercial sectors, including retail, manufacturing, waste management, and farming sectors, as well as domestic, high net worth, and property owners' losses. Ewart is an advocate for education and sits as the Examinations Chair for the Chartered Institute of Loss Adjusters and is also an examiner for the Chartered Insurance Institute.



Stuart Lean ACII, ACILA

MCL Technical Director

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Stuart is a chartered loss adjuster with over 25 years' experience covering technical management and large loss. Stuart is based in the Midlands major and complex loss team dealing with high net worth, commercial and domestic claims.



John Llywarch Dip CII

MCL Senior Adjuster

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John started his career in 1985 working as a trainee claims handler for a leading insurer, before moving into loss adjusting in 1991. With experience in commercial and domestic losses and a passion for customer service and technical excellence, John soon became a Technical Claims manager for a national team of adjusters. Following a move to Somerset in 2006, John specialised in HNW losses. He has handled major loss claims throughout the UK and Europe for prestigious HNW insurers and their high-profile policyholders, involving complex fire, flood, escape of water and theft claims.



Mike McLean FCII FCILA FUEDI-ELAE

MCL Regional Director Midlands

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Mike joined the adjusting profession in 1982 and has worked in a variety of positions in the industry, specialising predominantly in commercial property and business interruption losses. He has lead a number of high profile major loss claims, particularly in retail, education, manufacturing, food and beverage, hotel and hospitality sectors in the UK and overseas. Mike is the regional director for the Midlands and is a serving member of both CILA council and CILA Property SIG.



Kelly Merriman BDMA Sen. Tech

MCL Loss Mitigation Specialist

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Kelly has worked in the damage restoration industry for over 20 years dealing with fire and flood damage throughout the UK. He specialises in building drying and methodology and smoke contamination. Kelly joined Crawford in 2022 as a loss mitigation specialist.



Jon Monks MSc ACII ACILA BDMA Tech (Ins)

MCL Adjuster

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Jon is an experienced insurance claims professional and chartered loss adjuster who has worked in the insurance industry since 2010. Having worked for a variety of firms, including insurers, brokers, claims consultants and loss adjusters, Jon has gained experience handling a broad range of claims, principally in domestic and commercial property.



Chloe Nickless BA (Hons) DIP CII ACILA FUEDI-ELAE

MCL Senior Adjuster

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Chloe joined the major and complex loss team in 2009 and has handled significant domestic and commercial losses. She manages a number of nominated accounts for large broking clients, as well as a wide portfolio of major losses across the agricultural, industrial, retail and service sectors. Chloe has also attained management qualifications in recent years and has considerable experience in leading teams in response to major loss incidents.



Geraldine O'Donoghue DIP CII (Claims) ACFS

MCL Investigator

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Geraldine has had a varied career in insurance, banking, and HMRC, but primarily insurance. Geraldine covers the Midlands area including Wales, and is involved with background enquiries in all types of claims, from domestic to liability risks.



Tyler Pearson ACILA FUEDI-ELAE AIFAA

Mid-Market Adjuster

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Tyler is a Chartered loss adjuster, based in the West Midlands. He has expertise in claims for both domestic and commercial property, private clients and estates, as well as catastrophe response.



Adam Smith ACILA, Cert CII, BDMA Ins Tech

MCL Loss Adjuster

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Adam is an experienced loss adjuster who has worked in the industry since 2019 in a number of adjusting roles. He has experience with domestic and commercial buildings claim with knowledge of plant, machinery, and business interruption claims.



Adam Vujcic Dip.CII, AMInstLM

MCL Senior Adjuster

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Adam has been loss adjusting since 1991. He has been involved in multiple surge events ranging from the floods and storms of 2007 to the Cumbrian floods of 2015. He has dealt with a range of commercial claims across several sectors as well as domestic property losses including fire, escape of water, storm and flood damage. Adam also has experience of agricultural claims and high net worth sector.



Rev Alan Walker FCILA FUEDI-ELAE FIFAA ACII

MCL Academy Director

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As an academy director, Alan is responsible for mentoring and supporting MCL adjusters, including peer review of reports, coaching, and training of new additions to the MCL team. With extensive experience in property, high net worth, and general major and complex loss claims, Alan has held senior roles across the industry and has managed significant loss events.



Mark Weare MRICS ICIQB MSc ACILA

MCL Senior Adjuster

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Mark is a dual qualified surveyor and adjuster with over 30 years' experience. He has carried out a number of diverse projects including training workshops, overseas catastrophe work, contractor all risk claims, project management and fire and flood personal and commercial claims.



Jonathan Blundell BSc (Hons) Cert CILA

MCL Senior Regional Service Manager

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Jonathan is a senior Regional Service Manager within the Major Loss team, having worked in an operational capacity with adjusters in this area to drive service delivery. Jonathan has previously held several management and operational roles within other business areas of Crawford as well as having prior experience in the wider adjusting and insurer environment. Jonathan has 28 years' experience in the insurance industry to date.



Ian Bradshaw ACII ACILA Chartered Insurance Practitioner

MCL Senior Adjuster

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Ian has been loss adjusting since 1992, joining the insurance sector in 1986. He deals with both commercial and domestic property losses, including fire, escape of water, storm and flood damage. Ian has extensive knowledge of agricultural claims and also experience within the high net worth and housing association sectors.



Nigel Cordingley BA (Hons) Dip CII, Dip CILA, BDMA Tech (Ins)

MCL Adjuster

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Experienced loss adjuster based in East Yorkshire. Covers a wide area including the counties of Yorkshire, Lincolnshire, Lancashire, Tyne and Wear, and County Durham, dealing with domestic, commercial and high net worth claims over £100,000 in value.



Stephen Hole ACII FCILA FUEDI-ELAE FIFAA

MCL Technical Director

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Stephen has worked as an adjuster for over 35 years and specialises in product liability and recall as well as property and business interruption claims for multinational manufacturing and industrial companies, which often takes him overseas. He is experienced in interpreting local and master policy coverage including DIC and DIL issues and liaison with all stakeholders.



Kasia Hoyle ACILA Dip CII BDMA Ins Tech

MCL Adjuster Manager

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A highly motivated Chartered Loss Adjuster and manager. Experienced in managing complex domestic and commercial claims of up to £2 million in value. Proven track record in leading and developing teams, mentoring, leadership and data analysis.



Jamie Hutton

MCL Loss Mitigation Specialist

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Jamie's career spans 24 years in damage mitigation and recovery, covering a varied selection of claims including structural, machinery and plant, and stock loss. Experienced in fast, effective triage and mitigation decision making, reducing direct impact on the insured's interests and ultimately on business interruption and alternative accommodation implications. Well connected within the disaster recovery market and able to use these connections to enable a swift response where third party assistance is required. In his previous employment within disaster recovery, Jamie managed some of the UKs largest and most complex recovery projects, winning numerous BDMA commercial claims awards.



Richard Ingham BSc (Hons) MRICS, C.Build E MCABE BDMA Ins Tech

MCL Surveyor

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With 10 years' experience in the insurance industry Richard joined the Major & Complex Loss team as a chartered building surveyor in January 2018. Richard provides building advice to the team on a range of property claims including residential, commercial and agricultural sectors. He has extensive experience in project management of peril related claims, providing defect diagnosis and cost appraisals. Richard has also acted as a technical expert witness on building defects.



Stephen Manley BA (Hons) ACII ACILA

MCL Regional Director North

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Stephen is the regional director for the North Region and is a chartered loss adjuster with more than 30 years' experience. He manages and mentors the next generation of adjusters. Extensive experience of a wide range of property and business interruption claims in both the private and public sector, specialities include: waste recycling, hospitals and local authority entities, engineering, retail, restaurant, residential and high net worth. Stephen has a wide range of catastrophe experience and speaks fluent Spanish.



Geoff Meadows BSc (Hons) MRICS Senior Surveyor

MCL Surveyor

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Geoff joined Crawford in January 2019 as a chartered building surveyor. With over 10 years' experience within the insurance sector after working predominantly as a project manager on medium to large projects whilst in private practice. Geoff provides building advice on all types property related claims and covers the North West region of the UK.



Neil Middleton Dip CII (Claims) ACILA FIFAA BDMA InsTech

MCL Technical Director - Head of Private Clients

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Neil has worked within the insurance claims industry for over 20 years, joining Crawford in 2015. As a chartered loss adjuster, he deals with a range of domestic and commercial losses and manages accounts for a number of local authorities and university schemes.



David Moss BDMA Ins Tech

MCL Engineer

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David has experience in design, installation and maintenance of electrical installations and heating, ventilation and air conditioning systems and scientific equipment. He has undertaken condition surveys, maintenance management and project management in the commercial property sector. David joined the adjusting profession in 2012, working in the Major & Complex Loss team, providing technical advice on a number of large engineering and property losses.



Alison Ogden ACII ACILA

MCL Adjuster

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Alison is a chartered loss adjuster who joined Crawford bringing with her over 20 years' experience in the insurance industry, ten of which has been spent in loss adjusting. She deals with property losses both domestic and commercial including standard perils such as fire, flood, theft, escape of water and explosion. Her speciality is high net worth domestic losses.



Sharon Roberts Dip CII, Adv Dip CILA

MCL Investigator

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Sharon is a Major & Complex Loss investigator with 30 years' experience in the insurance industry. She has been working in the loss adjusting sector for over 20 years and has fraud investigation expertise.



David Seaborn ACII ACILA FIFAA ACABE ACIArb

MCL Technical Director

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David started work in the insurance claims industry in 1991, becoming a loss adjuster in 1995. David joined Crawford in 2007 and has dealt with a range of complex and high value, multi-million pound commercial and domestic losses and has worked throughout the UK and New Zealand. These claims include losses within the manufacturing, retail and energy sectors plus education and the marine industry, with extensive damage to buildings, machinery, plant, stock and the subsequent business interruption.



Patrick Toole MCIQB AssocRICS Dip CILA BSc(Hons) Building Surveying

MCL Senior Surveyor

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Major loss and project management surveying experience in a wide variety of claims ranging from industrial, commercial, HNW, subsidence and domestic claims. Loss adjusting experience dealing with subsidence, major loss, commercial, and domestic material damage claims.



Andrew Tumilty ACII ACILA FIFAA FUEDI-ELAE

MCL Senior Adjuster

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Andrew has over 33 years loss adjusting experience across a broad range of sectors, with expertise in commercial property, real estate, church claims, building guarantee, estate & farms valuation and hurricane CAT work. Andrew also has significant management experience, having led regional and national teams, as well as teams in challenging Caribbean CAT events. He is adept and confident when assembling and coordinating the right team to meet large loss challenges, whilst always maintaining stakeholder relationships, often involving property owners, their key tenants, and numerous insurer interests.

Scotland



David Baxter ACFS, Dip CILA

MCL Investigator

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Experienced investigator based in north Nottinghamshire. Provides national coverage dealing with Major & Complex Loss investigations.



Ben Falconer BDMA, IOSH

MCL Loss Mitigation Specialist

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Ben joined Crawford in April 2021 as a loss mitigation specialist for the MCL Scotland team. He is a BDMA registered damage recovery specialist with over 15 years' experience in the damage recovery industry. For the past 12 years, he has been project managing large MCL projects both nationally and internationally, covering escape of water, flood, fire, electrical, and mechanical machine recovery.



Martin Gray BSC (Hons) MCIQB MAPM Assco. RICS BDMA Ins Tech

MCL Surveyor

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Martin is a building surveyor and project manager who has worked in multi-discipline and multi national design teams in the defence, commercial / domestic real estate and insurance sectors providing advice in all aspects of construction and surveying. Such varied involvement has provided the opportunity to develop a good knowledge and understanding of building methods, processes and responsibilities.



Bill Keith MBA BA FCII CIP FCILA FUEDI-ELAE FIFAA BDMA InsTech MIRM MCFI

MCL Regional Director Scotland

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Bill has over 35 years of adjusting experience in handling high net worth, property and liability claims in the UK as well as hurricane and earthquake claims in the Caribbean. He has managed our Scotland and North England property teams and has spoken at BDMA and Fire & Rescue conferences regarding technical expertise of adjusters. Bill continues to work closely with CILA and the CII over training and authoring of materials.



Michelle Louise Thomas BSc (Hons)

MCL Surveyor

T: 07387 417 086

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Experienced building surveyor providing specialist knowledge on complex building issues. A great communicator and team player. Michelle works well under pressure and strives to go above and beyond to create opportunities, using her initiative to resolve problems and deal with complex matters.



Lorna Martin Dip CILA Cert CII BDMA Ins Tech

MCL Adjuster

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Lorna has over 21 years' experience in the insurance industry, and has specialty in dealing with losses in the retail sector, high net worth along with major domestic losses and agriculture. Lorna is based in the Glasgow office and provides cover throughout Scotland.



Ronald McGuchan ACILA BDMA InsTech AIFAA

MCL Adjuster

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An experienced loss adjuster, Ronald currently operates as a property loss adjuster, covering the West coast of Scotland, Glasgow, and wherever else needed throughout the country. Ronald handles a varied portfolio of domestic and commercial claims.



Derek Mckie BA ACII ACILA

MCL Technical Director

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A qualified chartered adjuster and insurance practitioner, Derek has also completed the ACCA Certified Accounting Technician (CAT) syllabus. He is currently studying computer programming and cyber crime. Previous experience covers a broad mix of loss adjusting, fraud investigation and management positions, including Head of Fraud Global Technical Services UK, and UK Fraud Director.



Steven Webster ACII Chartered Ins Practitioner FCILA FUEDI-ELAE BDMA Ins Tech

MCL Adjuster

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Steven is an experienced loss adjuster with over 31 years' experience and currently operating as an MCL adjuster. Steven handles a variety of domestic, commercial and high net worth claims in Scotland.

Northern Ireland



Cathy Scott ACII FCILA FUEDI-ELAE BDMA Ins Tech CMI

Head of Northern Ireland

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Cathy is an experienced chartered loss adjuster with over 25 year's loss adjusting experience. Her experience extends to incorporate a mixed portfolio of cases namely, commercial, domestic and agricultural risks along with associated business interruption claims. Her nomination on housing association schemes has also developed considerable experience in associated risks within this sector. Cathy has worked closely with multiple external agencies over the years and has been instrumental in assisting Insurers in identifying manufactured claim submissions. Cathy is a serving member of CILA Council and fulfils the role of Honorary Secretary on the Executive Committee of CILA.



David Gamble ACII (CIP) FCILA FUEDI-ELAE

MCL Technical Director

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A chartered loss adjuster with over 30 year's loss adjusting experience. David is experienced in dealing with major and complex loss claims in manufacturing, retail, property owner sectors, HNW properties and historic buildings. David has experience of coordinating a team response to major incidents including damage arising from terrorist activity, weather related surges such as storm and flood and catastrophic incidents caused by failure of utility supplies.



Mike Cleary BSc (Hons) MRICS C.Dip.LA

MCL Surveyor

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Mike has worked in the construction industry for some 26 years in both civil engineering and building projects. For the past 12 years he has worked in the insurance and loss adjusting industry in Ireland, UK and Europe.



As a responsible and forward-thinking business, Crawford is passionate about underpinning everything we do with tangible sustainability solutions that deliver on ESG ambitions and targets for all stakeholders.

Through collaboration and partnering with our valued clients and suppliers, we aim to take action to deliver meaningful change and measurably reduce our overall impact.

Our commitment to sustainability goes beyond 'Scope 1 & 2' carbon measurements, climate related ambitions, policy and governance.

Our pragmatic approach to sustainability provides 'real world' solutions that proactively mitigate the impacts of climate change, whilst providing opportunities to local people and communities.

The Crawford UK Major & Complex Loss team currently offers market-leading sustainability consultancy services under the following headings:

- Waste management
- Energy consumption
- Resources
- Pollution control
- Climate resilience (including flood risk & resilience)
- People and communities
- Nature and biodiversity

The above 'sustainability adjustments' are reported to our valued clients, with supporting metrics. Third-party validation of all sustainability solutions implemented within the claims fulfilment process is also provided. Such services provide solutions that fall within the 'Scope 3' emissions category, as detailed within the Green House Gas Protocol of 2001.

Key Contact



Matthew Renshaw BSc FGS C.WEM

MCL Sustainability Consultant

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Matt has over 24 years' experience in environmental and sustainability consulting, plus surveying expertise that spans both the civil engineering and insurance sectors. He is a chartered environmental project manager, specialising in sustainable waste management, flood risk & surveying, pollution assessment and remediation, geo-environmental science and ESG reporting. Matt supports the wider Major Loss team by providing technical expertise, carbon reporting and pragmatic sustainability solutions on complex property claims.



Major Loss Investigation Team

These investigators work specifically as part of the Major & Complex Loss team, covering the entire UK. Each investigator has experience in undertaking background and financial searches, preparing screening reports at the early stages of claims to assist with the identification of both claim and underwriting issues.

The team undertakes detailed interviews with policyholders, claimants, and other relevant parties. These interviews can be facilitated remotely or in person, followed by the preparation of CPR compliant witness statements.

Multi-disciplined, the team has experience of handling investigations for commercial, domestic, agricultural, high net worth, liability, and engineering losses for a variety of clients.

The team assists with making requests to the police, fire and rescue services, and other agencies, in accordance with industry agreements and GDPR legislative guidelines.

Major Loss Mitigation Team

The Loss Mitigation Team comprises highly experienced damage management professionals, providing support to all business units throughout the UK. As part of the Global Catastrophe team, they will also assist with overseas claims when required. Each member is qualified with the British Damage Management Association and is capable of assessing damage to all types of buildings, contents, machinery and plant, including highly specialist electronic equipment.

We provide technical advice and support to our adjusting colleagues, as well as liaising with our surveying teams to ensure that all damage related to the claim is highlighted as soon as possible. We are at the forefront of ensuring that the decontamination and drying of fire and water damaged properties, contents and equipment is carried out as efficiently as possible, to ensure business interruption and alternative accommodation needs are kept to a minimum.

We are able to review and interpret technical reports from other parties, including carrying out cost reviews to ensure that proposed works are required, economical or if there are alternative methods for restoration. In addition to this, we also look to ensure that strip out and disposal of materials is only carried out if absolutely necessary or, where economics dictate, ensuring that any waste is re-used, repurposed or recycled wherever possible.

Major Loss Surveying Team

Our Major & Complex Loss surveying team provides advice and technical support to Crawford loss managers across the UK and Ireland.

We have a team approach to the management and settlement of major losses and our surveyors attend the loss premises as soon as possible after instruction.

We complete an accurate value at risk assessment to ensure compliance with the Policy whilst also completing a full assessment of the nature and extent of damage. This enables us to prepare a detailed calculation of the potential reserve and estimated maximum risk.

Claim documentation presented by the Insured or their representatives is reviewed and agreed by our surveyors, including adjustment of any tender documentation provided.

Our surveyors will attend the premises on a regular basis once repairs commence, keeping an accurate record of variations and the liability of Insurers for direct reinstatement. We have the knowledge and experience to review claims for Statutory Regulation compliance, which often forms part of additional claims.

In addition to our involvement with material damage claims we also assist in advice on business interruption losses for alternative procurement routes and recommendations in relation to increase in costs of working.

All surveyors have experience in domestic and commercial losses, and we have a Licence system to help match appropriately experienced personnel to the right claims.





Crawford is all about its people, and Crawford Academy is our main driver of personal and professional success for our UK colleagues. This breaks down into three core activities: professional development, coaching and mentoring, and talent management, each of which underpins and supports the others. During 2024, we added an additional strand to our offering which is based on helping our key insurer clients and partners with their technical training, leveraging our in-house expertise to support development of the industry.

Professional development includes our market leading Chartered loss adjuster fast-programme, as well as targeted assistance with professional qualifications, supported by expert practitioners and innovative use of technology to accelerate our colleagues' professional growth. We have embedded professional development into our onboarding process for new joiners, making this part of the DNA of the UK business. At Crawford, we have market leading rewards for qualification success, and we have a structure in place to support this through to Chartered loss adjuster status, and this is enhanced by coaching interventions to make sure that professional development supports career growth.

Coaching and mentoring is a big part of our Crawford Academy offering, and includes career development coaching for all colleagues, to make sure that they get the most out of their career at Crawford. We facilitate secondments to other parts of the business to help broaden our colleagues' exposure to the wider profession; for example cyber liability. Mentoring is also a key component of Crawford Academy, and is led by peer review, structured feedback, and technical review of cases, leveraging our team's expertise in managing the most complex losses.

Talent management is the third of Crawford Academy's core activities and this includes the identification, development and deployment of our key loss adjusting talent, using coaching and mentoring, and professional development interventions to make sure that our Crawford colleagues are supported throughout their career journey. We embrace a fully inclusive approach to talent management, where everyone in the UK business can develop their career in the best way possible.



Crawford recognises that there is a long-standing challenge within the UK loss adjusting industry, where there has been an increasing focus on competition for the top tier of talent, particularly in loss adjusting and especially in the major and complex loss area. This is often called the “war for talent”.

The challenge for many UK loss adjusting firms lies in developing and nurturing new and emergent loss adjusting talent while at the same time managing the retirement of many eminent loss adjusting professionals and the potential loss of their valuable knowledge and expertise.

At Crawford, we’re proud to say that we’re creating a talent destination, where we’re developing the next generation of major loss adjusters, leveraging the resources that underpin Crawford Academy, especially in professional development.

We have created a unique offering to the market which comprises mid-value and non-complex losses, handed under the supervision of our award-winning Major Loss team. Losses typically fall within the £75K - £250K range, and include domestic major losses and those often complex claims that require additional technical input. Colleagues are supported by our Academy Directors, ensuring that cases receive the necessary attention to drive down lifecycle and indemnity spend, delivering best customer outcomes.

Colleagues in the mid-market adjuster space have the opportunity to graduate into the Major & Complex Loss team on completion of a structured programme, aligned with our technical competency framework, providing a robust approach to professional development.

At Crawford, we believe that our innovative approach to developing the next generation of major loss adjusting talent delivers succession planning and puts us in a strong position for the future.



Lisa Harding Dip CILA Cert II

MCL Technical Trainer

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Drawing from her previous experience as a commercial adjuster for 3 years, Lisa now designs, implements, and delivers internal and external training for colleagues as part of her role. She has previously worked within Talent Management and is passionate about assisting colleagues develop in their roles.



Mike Walton Cert CILA

MCL Technical Trainer

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Mike works with his colleagues to develop and deliver high-quality technical training and drive professional qualifications. His expertise includes major domestic loss, private client, and high net worth claims. Mike's experience includes roles as technical trainer with many notable loss adjuster firms before joining Crawford. Selected assignments include multiple domestic fire claims exceeding £1m, high-profile VIP and celebrity claims, and early involvement in the Grenfell fire claim.



Luke Brannigan FCILA MBA CMgr FCMJ

MCL People Development Director

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Luke is a Chartered loss adjuster and Chartered manager with 25 years of claims management experience and 20 years of experience as a loss adjuster. Luke specialises in talent management and professional development for Crawford's loss adjusting capabilities including overall responsibility for coaching, mentoring, talent management, professional qualifications and technical training and development. Luke is an advocate for professional qualifications and leads a number of projects alongside professional bodies including the Chartered Institute of Loss Adjusters and the Chartered Insurance Institute.



John Allen ACII FCILA FUEDI-ELAE

MCL Academy Director

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John has been a loss adjuster for 31 years. He joined Crawford in 2014 and has experience of dealing with all classes of large commercial property losses. These include claims within hospitals, universities, schools, factories and retail premises as well as residential blocks of flats.



David Brimblecombe ACII ACILA

MCL Academy Director

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Providing support, coaching and guidance to M&CL loss adjusters within the South team. Undertaking peer reviews of M&CL claims handling and reports and managing and supporting newly recruited Academy adjusters.



Graham Cranford-Smith ACII FCILA

MCL Academy Director

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Academy director responsible for peer review and technical oversight.



David Hayes BDMA Ins. Tech, AMDew

MCL Mid-Market Adjuster

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David is a loss adjuster with 20 years claims experience. David has been involved in a wide variety of commercial claims including manufacturing, processing, and contractors all risks (plant, machinery and property) claims. David has also dealt with domestic claims including high net worth policies.



Danielle Lewis Cert CILA

MCL Mid-Market Adjuster

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Over 24 years insurance claims experience; claims handling as a commercial and domestic loss adjuster for over 13 years, dealing with real estate, property owners, agriculture, business interruption and building claims.



Ben Marsh Cert CILA, BDMA Ins. Tech

MCL Mid-Market Adjuster

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Ben is an experienced loss adjuster, with over 20 years of dealing with both domestic and commercial claims around Hampshire, the Isle of Wight, and surrounding counties. He has dealt with a varied portfolio of properties including everything from modern to listed buildings, HNW, churches, and commercial premises.



Liam Morris ACILA, Dip CII, AIFAA, BDMA Tech (Ins)

MCL Mid-Market Adjuster

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Liam is a professionally qualified major & complex loss adjuster with a depth of experience gained over 8 years in the insurance industry. Based centrally in Glasgow, Liam deals with domestic and commercial property, buy to let, listed buildings, agricultural sites and HNW major losses on assignments nationwide.



Bill Russell-Redman FCILA, ACII, BSc, ACGI

MCL Academy Director

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London area major loss mentor and report peer reviewer.



Denis Thorpe ACII FCILA Chartered Insurance Practitioner

MCL Academy Director

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Supporting MCL loss adjusters and specialists handling the largest and most complex MCL claims to deliver service excellence and customer best outcomes.



Melanie Vaughan Dip CII (Claims) BDMA Ins Tech Dip CILA

MCL Mid-Market Adjuster

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Melanie is an experienced loss adjuster for the North region, with over 24 years extensive experience in the insurance industry. Her main area of expertise is in domestic property claims.



David White Dip CII BDMA Ins Tech APCIP

MCL Mid-Market Major Loss Adjuster

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David is a Mid-Market major loss adjuster covering domestic and commercial losses in Scotland. With a background in liability, motor, and investigation, David has previously held regional management roles with major adjusters. Notable assignments include managing claims listed building claim for burst pipes in Perth (£1.1m) and the George IV Bridge, Edinburgh fire (£1.2m).



Andrew Wooster Cert CILA Cert CII (Claims) BDMA Ins Tech

MCL General Property Loss Adjuster

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Andrew is a loss adjuster with over 20 years' experience, currently based in Market Bosworth, Leicestershire. Having worked directly for insurers and external loss adjusters, Andrew handles a diverse case load of claims including HNW losses. His expertise covers domestic and commercial claims, including HNW, property owners, retail, and manufacturing sectors.



Key Contacts



Sarah Baker

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Angus Osborne-White

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Jonathan Pulley

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Crawford Forensic Accounting Services, London & South



Sarah Baker BA(Hons) ACA FCILA FUEDI-ELAE

Head of Crawford Forensic Accounting Services

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Sarah has over 25 years' experience of major property and business interruption losses and co-ordinates insurance programmes for national and global corporations. After qualifying as a Chartered accountant Sarah joined the loss adjusting industry and qualified as a Chartered loss adjuster, winning the Institute Prize. Sarah has principally been involved in the business interruption arena but has also been a consultant to the United Nations and been part of catastrophe response teams to the Cayman Islands, the Bahamas and Thailand. Most recently Sarah has been involved in numerous significant high profile COVID 19 business interruption losses and now leads the CFAS UK team.



Charlotte Ainsworth BSc (Hons) ACA Dip CILA

Manager

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Charlotte joined CFAS in March 2021 following a career spanning a range of industries including construction, education, media, and not-for-profit. Diploma level CILA qualified, she also qualified as a Chartered Accountant in April 2024, she has considerable experience in both cyber and renewable claims together with a wide spectrum of other industries. Charlotte was the winner of Women in Insurance award 'Most Inspiring Returner' in 2022.



Courteney Jamison BSc (Hons), ACA

Senior Accountant

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Courteney joined Crawford in November 2024. She is a Chartered Accountant who trained in practice. Spending her first training year in Audit, she transferred to forensics in spring 2020 and accrued 3 years' experience there while finishing her qualification. Gaining exposure to lawyer-led and insurer-lead cases, she worked on a split of civil and criminal matters and with case values of up to up to £300m. Post qualification, Courteney worked for a Building Society in prudential risk before relocating from Northern Ireland and joining CFAS in London.



Gabriella Johnson BSc (Hons) Cert CILA

Financial Claims Accountant

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Gabriella joined Crawford in October 2024 having graduated from Queen Mary, University of London. By December 2024 she had already completed her CILA certificate level. Gabriella has now commenced her Chartered Accountant studies whilst already having been involved in a number of claims.



Brendan Levy

Financial Claims Accountant

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Originally from South Africa, Brendan joined CFAS in April 2022. He is a Chartered Accountant and is already a well-established member of the team. His claims experience is diverse and includes agriculture, renewables, and cyber in addition to COVID 19 claims.



Emily Lonsdale BSc (Hons) Cert CILA

Financial Claims Accountant

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Emily joined Crawford in October 2024, having graduated from University of Surrey. By December 2024 she had already completed her CILA certificate level. Emily has now commenced her Chartered Accountant studies whilst already having been involved in a number of claims.



Sophie Mitchell MSc (Hons) PhD Cert CILA

Financial Claims Accountant

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Sophie graduated from Cambridge University, completed a Chemistry PHD held a management consulting role before joining CFAS in April 2022. Recently ACA exam qualified, Sophie has also completed Cert CILA. She has extensive experience in business model design and forecasting, which has been invaluable on many multimillion-pound claims - including in airline services, leisure and food manufacture.



Taranvir Sekhon BSc

Financial Claims Accountant

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Taranvir joined CFAS in March 2021 having graduated from Kings College London. He has wide experience of a number of types of claims including hospitality, SME businesses and utility roadwork BI claims. Taranvir also specialises in Fidelity Guarantee Scheme claims.



Jordan Veitch BCom Acc | ANZIIF (Snr Assoc) CIP

Financial Claims Accountant

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Jordan graduated in 2020 with a Bachelor of Commerce, majoring in accounting, from Macquarie University in Sydney, Australia. He then worked as a staff accountant at MDD Forensic Accountants before joining Crawford Australia in March 2022. In April 2024, he joined the CFAS team in the UK, handling a wide range of business interruption claims and is also a Chartered Accountant.



Stephanie Young CPA, CBV

Senior Manager

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Stephanie joined Crawford in January 2021 as a manager. A Chartered Professional Accountant and Chartered Business Valuator, she has over a decade of experience in forensic accounting, working for specialised forensic accounting firms, loss adjusting companies and one of the big four accounting firms. She has considerable experience in handling business interruption, ICOW, economic loss, stock losses and commercial litigation across multiple industries.



Rebecca Gavin BSc (Hons) FCCA ACILA

Senior Manager

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Rebecca joined CFAS in 2016 and trained as a Chartered certified accountant, qualifying in 2019. She has extensive experience of stock losses, fidelity guarantee claims, business interruption losses, and forensic accounting techniques. She is now ACILA qualified.



Harnam Bhandal BSc (Hons) ACA

Senior Accountant

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Harnam joined CFAS in April 2023 having qualified as a Chartered accountant whilst a senior audit principal at the National Audit Office. His claims experience already includes renewables, stock losses, hospitality and public sector.



Jonathan Pulley BA(Hons) FCA Cert CILA

Director, Crawford Forensic Accounting Services

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Jonathan joined CFAS in August 2023 having spent many years as a Crawford UK Financial Controller. A qualified Chartered accountant for nearly 30 years with an audit background, he has a wealth of technical experience aligned with Crawford-specific knowledge. Jonathan is able to provide technical accounting advice on stock and business interruption losses and commenced CILA studies in January 2024.



Alex Wade BSc (Hons) ACCA Cert CILA

Senior Accountant

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Alex joined CFAS in January 2024 having gained accounting experience within charity, practice, and manufacturing. He is a Chartered certified accountant based in Gloucestershire recently having achieved CILA Certificate level. In his previous role Alex had the unique claims experience of acting as the insured in a major fire claim.



Daniel Ashton ACCA

Senior Accountant

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Daniel joined CFAS in July 2023 having qualified as a Chartered certified accountant whilst working as a management accountant in the manufacturing sector. His claims experience already includes hospitality sector, retail, food outlets, and tourist attractions. He started his CILA qualification in 2024 and has already passed his first diploma exam.



Liz Griffiths ACA CIOT

Senior Accountant

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Liz joined CFAS in August 2023 after many years working in accountancy practices. A qualified Chartered accountant and tax practitioner, she now specialises in agricultural claims.



Lauren Nolan BSc (Hons) ACA

Senior Accountant

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Lauren joined Crawford in November 2024. She is a Chartered accountant who trained in practice. Prior to joining CFAS Lauren worked as a senior associate forensic accountant at DWF. For several years, Lauren handled Covid-BI claims relating to SMEs on behalf of various insurer clients. She also undertook an 18-month secondment at Hiscox, reviewing and auditing loss adjuster reports and calculations for accuracy and to ensure all relevant policy aspects had been considered. She liaised with loss assessors and policyholders to negotiate settlements and was involved in several multi-million-pound litigated cases, including mediation. Additionally, Lauren has worked on catastrophic injury and fatal accident claims to quantify losses.



Angus Osborne-White BEng (Hons) MBA FCMA CGMA MIET MCMI ACILA FUED-ELAE

Head of Technical Development, Crawford Forensic Accounting Services

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Angus commenced his loss adjusting career in 2014 with GAB Robins, prior to their acquisition by Crawford, having previously served for 14 years in the Army. Holding associate membership of the Chartered Institutes of both management accountants and loss adjusters, Angus specialises in business interruption claims focussing on the engineering and renewable energy sectors as well as agricultural industries. Since March 2020, Angus has led technical guidance across Crawford, and systems development relating to the management and handling of COVID 19 business interruption claims. He has held various technical lectures for both the insurer and broker markets, and on behalf of the Chartered Institute of Loss Adjusters.



Hannah Stanton BA(Hons) PGDip Cert CILA

Financial Claims Accountant

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Hannah joined CFAS in November 2023 and will shortly commence her ICAEW and CILA studies. After a career in education and business development, she brings a completely different dynamic to the team.



Gregory Taylor BSc (Hons) ACA Dip CILA

Supervisor

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Greg joined CFAS in March 2020. A practice-trained Chartered accountant, he is now also Dip CILA qualified. His extensive claims experience, working mainly with the Major and Complex Loss team, includes significant fire claims at a printing company, hospitality venues and a builders merchant.

Crawford Forensic Accounting Services, Scotland



Anna Christian BN(Hons), ACA

Senior Accountant

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Anna joined CFAS in May 2023, having qualified as a Chartered accountant at KPMG. Her claims experience already includes renewables, transport, and distilleries in addition to a number of COVID 19 claims.

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