



Managing Loss Worldwide  
Providing Partnered Solutions

**Adjusteck LTD**

# Caribbean Catastrophe Response

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# INTRODUCTION

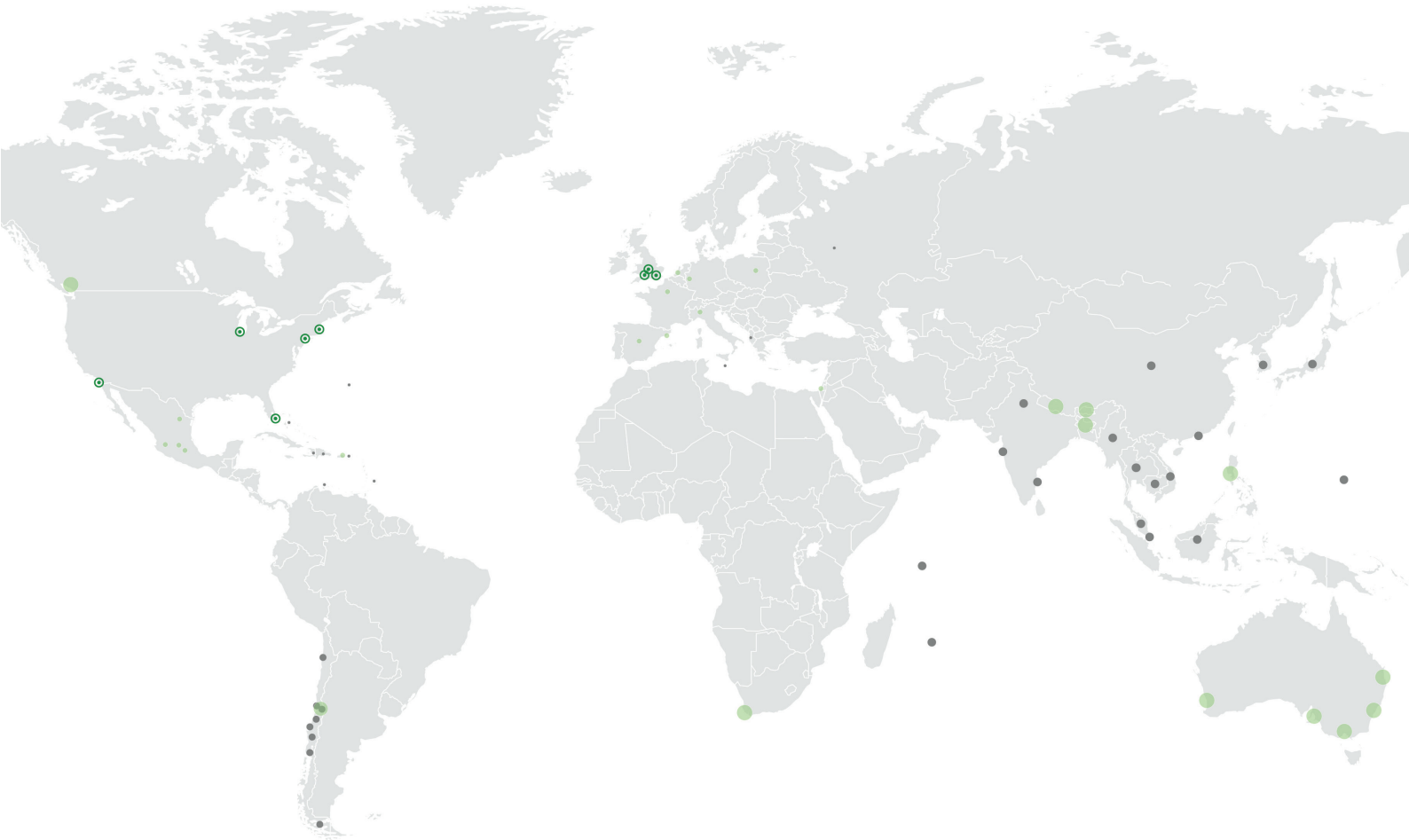
Adjusteck's global response to catastrophic events such as Hurricane, Cyclone, Typhoon, Flood, Earthquake, Tornado, Wildfire or Volcanic Eruption, will be determined by a variety of factors including, but not limited to, the severity of the event, the geographic territory affected and its accessibility, as well as the types of claims we expect to receive.

With over 30 years' experience of worldwide catastrophic events, and a global reach that includes a network of strategic affiliate partners, Adjusteck is well positioned to offer a comprehensive catastrophe response to any international situation. With a core team of experienced catastrophe adjusters, surveyors, engineers, and support staff, Adjusteck can mobilise catastrophe operations within 24/48 hrs. of notification. In the instance of an advance hurricane warning, we are also able to deploy our core Catastrophe Response Team prior to the event, in order to ensure a rapid local deployment on the ground once conditions allow.

Well-honed procedures and experience retained from past catastrophe campaigns, enables the team to quickly adapt to the most challenging environments and situations that can exist in the immediate aftermath a major catastrophic event.

# GLOBAL COVERAGE

With our global network of partners, and through technology-based solutions, we can access a range of tools, skills, and resources that can help us respond more effectively and enables greater transparency of data with our clients.



■ Adjusteck Offices

■ Partner Locations

■ Partner Coverage Locations

## London

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London, UK EC3V 0HR Tel: +44  
203 968 8626

## New York

80 Broad Street, 5th Floor  
New York, NY 10004  
Tel: +1 833 494 1294

## Virginia

125 East Hirst Road, Suite 3C  
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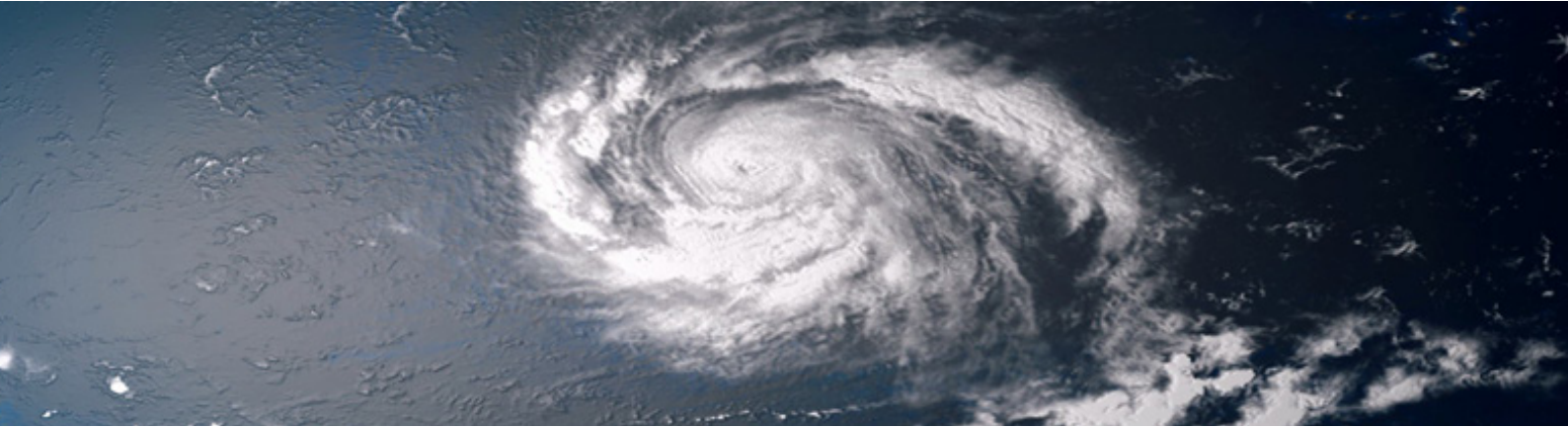
## OUR APPROACH

Being key to any successful catastrophe response, we have identified the following components that ensure we can respond in an effective and efficient manner:

- Identify key levels of staff to respond immediately to a given catastrophe
- Ensure the Adjusteck Catastrophe Response Team is on the ground within 24-48 hours of mobilisation
- Identify and implement a cohesive management structure appropriate to the situation and ensure each team member has a defined role with tasks and priorities clearly identified
- Locate and secure suitable premises for operations and ensure IT support systems are in place and operational as soon as practicable
- Provide weekly updates (Claim status and Management Information) to clients via a Market Liaison Manager

Central to the deployment of the management and adjusting team, consideration and selection of personnel will be based on the following factors:

- Immediate availability
- Previous catastrophe management and adjusting experience
- Ability to adapt to working in a disaster affected environment
- Any required specialist knowledge
- Language requirements
- Claims run-off requirements



## TECHNOLOGY BASED SOLUTIONS

Our partner company, Lowers Drone Services is available to support and reinforce Adjusteck's on the ground Catastrophe Response Team with the provision of aerial support with risk specific and wide area damage surveying capabilities.

The ground and aerial data captured, in any format, can be delivered via online portal with measurement and mark-up capabilities to support the adjustment and claim file.

In addition to drone capabilities, Adjusteck is also able to offer other technology-based adjusting solutions such as augmented reality, to support remote inspections. This allows Adjusteck's team to share live feeds with the client in real-time, if required. The Adjuster is able to assign interactive workflows via AirForms interacting directly with other adjusters and experts in the field, and at the outset of the adjustment process.

A list of the Catastrophe Response Team along with individual profiles per geographical region are available upon request.

Our global coverage continues to expand through strategic partnerships to assist us in servicing client's catastrophe related claims.

## CONTACT US

Should you want to discuss any specific areas further or request a bespoke tailored plan for your needs then please do not hesitate to contact the following:

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