



Candy Holland BA(HONS), ACII, ACILA, FUEDI ELAE

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EXPERTISE

Major and complex PD & BI losses

Claim preparation and settlement

Policy coverage analysis & wording review

Major loss planning

Claims procedures & protocols

Claim trends and management advice

Policy wording review

Procedural claims audits

Claims seminars and training

EXPERIENCE

Candy is a chartered loss adjuster with extensive experience developed over 40 years in all aspects of the investigation, handling and settlement of major property damage and business interruption losses across a range of industry sectors. She also provides pre loss advice to clients including claims protocols, loss scenario analysis, major loss planning, process and procedures, audit and operational claims issues.

Candy is Managing Director of Echelon Claims Consultants and a Vice President of the Chartered Institute of Loss Adjusters. She speaks regularly on claims matters at conferences and seminars.

Key projects include:

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- Preparing, presenting and negotiating a range of significant property and business interruption claims for UK and International corporations.
 - On behalf of a global telecommunications company, negotiating several large BI claims arising from catastrophe losses in the Caribbean.
 - Developing and implementing bespoke claims protocols across client's financial lines insurance programme.
 - Working with global telecommunications company to develop pre-loss claim settlement protocols and claim quantification methodologies and obtaining agreement from insurers and suppliers.
 - Conducting audits and operational process reviews for global transportation company.
 - Creating and developing major loss plans for a number of international companies.
 - Coverage advice and claim preparation on various PD/BI losses.