



sedgwick®

# Liability

## New Zealand



# Liability

With continual legislative reform, the liability claim mix is constantly changing. Increasingly, our clients require industry specialists with legal understanding to provide innovative solutions on a broad range of customer and third party issues.

Backed by our global network, Sedgwick is uniquely positioned to provide you with efficient and innovative solutions for the handling of liability claims.

## Our services

- Collecting material facts allowing you to make informed decisions regarding policy response and liability
- Securing evidence such as statements, defective products and/or photographs
- Calling on our global network of experts to advise on cause
- Identifying recovery targets and other insurances to minimise the net loss
- Working with you to develop options and strategies to enable early claim resolution
- 24/7 crisis line - our specialist liability adjusters are able to rapidly respond to any loss situation

We will always ask the key questions as we have an in-depth understanding of the law, policy wordings/interpretations, industry standards and the subject matter surrounding liability claims.

## Our approach

**The right team** – The majority of our expert team has more than 15 years' liability loss adjusting experience, enabling them to provide you with practical advice and real solutions.

**Responsiveness** - With the support of Sedgwick's regional and global network, spanning 65 countries, we are able to investigate all loss situations, identify critical issues and lead the negotiation process.

**Providing the facts** – We thoroughly investigate the circumstances of all claims and provide our clients with comprehensive statements from involved parties when required.

**Proactive approach** – We approach all claims in a professional, non-confrontational manner. Our proactive and collaborative approach considers all stakeholders with one common goal – the successful resolution of the claim in the shortest time frame possible, regardless of circumstances.

**Client focus** – Our success is based on understanding our clients' needs and meeting them consistently and seamlessly.

**Integrity and trust** – These are essential elements of our relationships, giving our clients confidence that when they appoint Sedgwick they have the right team for the job.

## Our capability

- Animal liability
- Construction liability
- Environmental liability
- Litigation support
- Product liability
- Product recall
- Professional indemnity
- Public liability
- Service and repair liability
- Statutory liability
- Quantum investigation



For more information on how we can help, please contact:

**Tai Batchelor**  
Head of Liability



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## Biographies



### Tai Batchelor

LLB ACLA DipLA ANZIIF (Snr Assoc) CIP

#### Head of Liability

##### Hamilton

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Tai is a Chartered Loss Adjuster, holding a Bachelor's Degree in Law and a Diploma of Loss Adjusting. He is a Senior Associate of ANZIIF, an Associate member of AICLA and a current member of NZILA.

Tai commenced his insurance career in 1986, holding various roles in the insurance industry. Tai has been a loss adjuster since 2004 and a specialist liability adjuster since 2010. Tai has investigated and handled a multitude of liability claims, ranging in size.

Tai is the Head of Liability and the mentor for liability claims in the Northern Region.



### Stephen Kay

ANZIIF (Fellow) FCLA BTEch (Food Hons)  
PG Cert (Insurance Law)  
Grad Dip (Ops Mgmt)

#### Executive Adjuster

##### Auckland

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Stephen is a qualified food technologist and has successfully completed postgraduate insurance law qualifications at London University.

With more than 18 years in the food industry and a loss adjuster since 2004. He specialises in investigating and adjusting large, technical product recall and liability claims throughout New Zealand and their trading partners.



### Tim Menday

ANZIIF (Assoc) ACLA

#### Specialist Liability & Cyber Adjuster

##### Auckland

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Tim started working in the insurance industry in 1998, becoming a loss adjuster in 2000.

Tim has an extensive understanding of adjusting property, liability, cyber and construction claims. Over the years Tim has developed a wealth of knowledge and technical know-how, determining material facts and quantifying a wide spectrum of general liability claims.

Tim joined the MCL Global division in 2018, as a specialist liability & cyber adjuster.



**Stuart Macky**  
ACLA ANZIIF (Snr Assoc)

**Chartered Loss Adjuster and  
Marine Surveyor**

**Auckland**  
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Stuart has over 35 years' experience in the insurance industry, including roles in claims management and over 25 years as a senior loss adjuster and marine surveyor.

Stuart's extensive capabilities and experience encompass all aspects of marine, logistics and transport liabilities from general average to pleasure craft claims.

He specialises in product and processing liability claims for the food and beverage manufacturing and processing industries.

Other claims handled include public and statutory liability.



**Daniel Palmer**

**Specialist Liability & Cyber Adjuster  
Auckland**

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Daniel joined Sedgwick in 2019 as an experienced insurance professional. Daniel's previous experience includes five years working exclusively with claims for a major insurer before transitioning into a loss adjusting role in 2017. Daniel has handled claims ranging from everyday BAU losses to complex and technical commercial losses, including fire and earthquake.

Daniel joined the MCL Global Division in 2021, and works closely with senior liability adjusters to further refine his well-developed adjusting skills.



### Mark Crosby

Dip Bus (Loss Adjust) ACLA  
ANZIIF (Snr Assoc)

#### Chartered Loss Adjuster

##### Tauranga

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Mark has been involved in the adjustment of liability claims for over 20 years. His experience includes most types of liability claims, many of which have involved significant quantum.

Mark thrives on the challenges presented by complex losses, enjoying working as part of a team and with legal advisors, as part of the process.

He has also held various liability mentor roles within the company.



### Tim Stephenson

BSc

#### Loss Adjuster

##### Napier

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Tim has more than 25 years' experience in the insurance industry, which includes over 20 years as a loss adjuster. He is also the liability mentor for the Central Region.

Tim specialises in liability claims, particularly claims arising from the construction and agriculture/horticulture industries.





**Leon Briggs**

BCA (Hons) CA FCILA (UK) FCLA  
ANZIIF (Fellow) CIP

**National Chief Adjuster**

**Wellington**

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Leon is Sedgwick's National Chief Adjuster, with almost 30 years' experience in the insurance industry.

As a forensic accountant and commercial law major, he specialises in product liability and recall claims, together with the quantum aspects of third party losses.



**Andrew Jameson**

BCom ACLA ANZIIF (Snr Assoc)

**Chartered Loss Adjuster**

**Christchurch**

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Andrew has over 35 years' experience in handling liability claims.

Andrew provides accurate quantum adjustment of physical and financial loss suffered by third parties in all areas of liability – particularly those relating to large material damage and consequential loss.



**Dave Walker**

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**Chartered Loss Adjuster**

**Christchurch**

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Dave has more than 30 years of loss adjusting experience.

Much of his career was spent in the UK, where he was integral to the national management of the major and complex loss division.

Dave has always been an operational adjuster at heart and has wide experience of handling both public and product liability claims.

Utilising his agricultural experience, he has managed losses involving contamination of animal feed and consignments of grain, as well as those resulting from spray drift and animal trespass.



**Richard Paulin**  
LLB FCLA ANZIIIF (Snr Assoc)

**Chartered Loss Adjuster**

**Invercargill**

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Richard has a law degree and over 35 years' experience in liability claims, particularly in the rural sector, including forest and rural fire liability.

He has handled a wide range of events, including a claim for fire-fighting costs arising from a forest fire and a number of claims under the Resource Management Act for leaking effluent ponds and pollution.

Additionally, Richard is the Southern Region liability mentor.





Global solutions.  
Local expertise.