



INSURANCE ASIA NEWS

AWARDS FOR EXCELLENCE 2025

Loss Adjuster of the Year



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Michael Campbell-Pitt, Regional Director, Asia, McLaren's

McLarens' won the Loss Adjuster of the Year award in part because it is the first loss adjusting firm in Asia to achieve and retain Planet Mark Certification, committing to a verified carbon baseline, a 5% annual reduction in carbon emissions and a clear pathway to net zero by 2050.

It has embedded sustainability into its claims handling through its forthcoming "Carbon Calculator" for clients and their supply chains, coupled with "Resilience & Sustainability Roundtables" with insurers, reinsurers, and brokers. Such discussions help define how environmental, social and governance principles are applied to claims in catastrophe-prone markets – positioning McLaren's as both a thought leader and a service provider.

Between April 1, 2024 and March 31, 2025, the firm's Asian revenue were US\$37 million, with 2.8% year-on-year revenue growth (11% up on planned revenue). It serviced 21,695 claims, with regional claims up 3.1% from the prior year.

McLarens profitability stems from efficiency gains from digital adoption, disciplined cost management and diversification into new service lines, such as renewable energy (wind, solar, electric vehicle infrastructure and energy storage) and third-party administrator solutions across APAC – affording clients greater flexibility in engaging the firm and broadening its ability to support programs at scale.

Concurrently, closer collaboration with Lloyd Warwick International, McLaren's Aviation and the Halliwell Group has enabled the firm to provide integrated expertise across major loss, forensics, surveying, and risk services.

McLarens regional heritage spans over five decades, with over 409 professionals across 12 countries supported by an extensive network. In the past year, for example, it handled above 21,000 claims for 420 clients, achieving 25% revenue growth.

The firm's credibility rests on independence, deep technical capability, and client focus. Its insurance adjusters in Asia average more than 20 years of experience, supported by regional specialists. McLaren's has consistently managed some of the region's most complex, high value losses while maintaining fairness, transparency and service quality.

This firm's commitment also extends into the communities where it operates across APAC. McLaren's teams regularly support vulnerable groups, promoting their wellbeing and strengthen the resilience of local communities. For example, in Indonesia, its staff combined team building with corporate social responsibility at elderly care homes in Bandung, spending time with residents, sharing meals and delivering essential supplies.

Further, during Eid al-Adha, its Indonesian staff also partnered with Tugu Pratama Insurance to donate livestock and staple foods to families in Brebes in Central Java, providing meaningful support during the holiday. And over in Vietnam, its regional team co-hosted a seminar in Singapore on handling claims, sharing expertise on local market challenges and engaging clients in meaningful dialogue. By partnering with both communities and clients, McLaren's impact is tangible and aligned with the values of insurers and corporates across APAC.