

IANZ *Legal Helpline*

Claims is where the rubber hits the road and as brokers, the value we provide to clients is most tangible at this time. Statistics produced in the last 12 months show that complaints to the Ombudsman have increased for Direct claims, whilst claims that are handled by a broker have seen complaint numbers reduce. A large percentage of claims require little or no help, but there are always difficult claims that come along that benefit from early intervention.

To support your clients through these difficult times, we have put together a 'Legal Helpline' that will provide an hour of free legal advice to a client, to help them navigate/mitigate their loss. This service will be free of charge to both you and your client and where there is no conflict, we have spoken to our insurer partners and if they are in agreement, for that specific loss they can continue the appointment, to assist in a seamless transition of legal advice for the client.

The types of claims that this service can be used for are:

1. Claims in excess of \$250,000
2. Technical Liability Claims (Professional Indemnity, significant Third Party Property Damage, Directors and Officers)
3. Health and Safety - Serious Harm Event - Legal Assistance / recommendations
4. Large Fires that may hold an element of complexity / odd circumstances
5. Claims that have been declined (before they are challenged)



6. Claims where you are concerned there may not be cover or restricted cover
7. Where legal counsel has been engaged by a third party.

In the first instance **David Crawford** will be your point of contact for this service.



David has over 30 years experience in the insurance industry, primarily as a broker. He has worked in London, Middle East and New Zealand, dealing with major corporate and global clients. David has been involved in several complicated multi-million dollar claims as well as numerous smaller problematic claims during his time at Insurance Advisernet.

David can be contacted on:

- ✉ dcrawford@ianz.co.nz
- ☎ 09 926 2062
- ☎ 021 905 537

We have appointed two legal firms to provide advice for this service. Fee Langstone for all Property & Motor claims and Robertsons Barristers & Solicitors for all Liability claims.

fee langstone

Fee Langstone is a boutique law firm with a long-standing commitment to representing insurers, brokers and their customers to achieve the best possible results. For over 30 years, the partners of Fee Langstone have provided clients with personable, pragmatic and highly skilled legal representation in the context of some of New Zealand's most significant litigation. As a result, they have the people and resources available to handle the largest and most complex claims. Their aim is to assist clients to cut through the complexity that is inherent in the insurance industry, aiming to quickly provide clarity so that clients can make proactive business decisions.



Craig Langstone

Craig is a partner at Fee Langstone. Craig is considered to be one of New Zealand's leading insurance lawyers, and foremost earthquake litigation lawyers. He is counsel of choice for many of the larger property and construction claims in New Zealand. Clients include insurance brokers, insurers, Lloyds' Syndicates managing agencies and start-ups. Craig was named a Leading Individual in the 2018 Legal 500 Asia Pacific edition.



Virginia Wethey

Virginia is a Senior Associate at Fee Langstone. She has nearly 20 years experience of insurance litigation, including nine years practicing in the UK. Her specialities include liability claims (particularly professional indemnity) fire and general insurance (including earthquake claims) and policy coverage. She has acted on many brokers' negligence claims both in New Zealand and the UK and has a particular interest in issues facing the broking industry. Virginia was named a Next Generation Lawyer in the 2018 Legal 500 Asia Pacific edition.

Robertsons

BARRISTERS AND SOLICITORS



Michael Robertson

Michael was admitted as a Barrister & Solicitor of the High Court of New Zealand in 1988 and has spent the last 30 years practising in insurance law, acting for a wide range of domestic and international insurers. He is regarded in the industry as a leader in his field, working in all aspects of liability and general commercial insurance. Together with Helen Twomey, Michael established Robertsons in 2011, and prides himself on leading a team of experienced and dedicated lawyers specialising in insurance law and claims handling. Michael specialises in professional indemnity (including directors & officers liability claims) and liability insurance, drafting policies, risk management and claims resolution across a range of professions and industries. His expansive knowledge of insurance law, coupled with an understanding of the specific risks faced by various industries, enables Michael to swiftly and accurately assess the best approach to matters which benefits insurers and their clients alike.



Helen Twomey

Helen was admitted as a Barrister & Solicitor of the High Court of New Zealand in 2003 and has practised solely in insurance since her admission to the bar. Her core focus is in liability insurance with Helen's practice being significantly concentrated on professional indemnity, and directors and officers claims, involving the legal and accounting professions and the financial services sector. Helen also handles a significant number of general liability and statutory liability claims. Helen regularly appears in all Courts and in the last 18 months has successfully defended professionals in respect of two High Court proceedings and overturned an adverse High Court decision before the Court of Appeal. Helen also regularly appears before various statutory and professional bodies, in particular for solicitors, accountants and financial advisers. In addition to her liability defence work for insurers, Helen provides claims handling, policy drafting and risk management advice to insurers, brokers and insured's on a regular basis. Helen is a critiquer for the New Zealand Law Society Introduction to High Court Civil Litigation Skills programme.