# HongKong

Behind every claim is an expert







We are committed to optimizing your claims processes and delighting your customers. Crawford was the innovator of healthcare management services in Hong Kong for insurers and major employers. We continue to operate a separate healthcare management team.

Our employees' international experience, professionalism and commitment to customers is highly valued by the entire company and consistently embraced in all of our services offered. As a comprehensive service provider, we deliver a world-class experience to your customers from first notice of loss all the way to resolution.



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Zakky Cheng Managing Director, Greater China

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### Property & Liability



### Chris MacLarty Cert CILA Technical Director

### Expertise

- Catastrophe
- JB Security Surveys
- Jewellers Block Insurance
- Plant and Machinery
- Property
- Third Party Administration

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### Zenson Chan

BA (Hons) Financial Services, Dip. in Insurance Studies, ANZIIF (Fellow)

### **Director, Liability**

### Expertise

- Casualty
- Employees' Compensation
- Motor
- Product Liability
- Property
- Public Liability
- Third Party Administration
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### Benny Ng

BA (Hons) Financial Services, ANZIIF (Snr Assoc.), ACLA (Assoc)

### **Property Director, Greater China**

### Expertise

- Property
- Public Liability and Personal Injury Claims
- Business Interruption
- Plant and Machinery Claims

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Sam Chan Associate Director

#### **Expertise**

- · General Liability
- General Property
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**Ernest Leung** BA (Hons) Associate Director

### **Expertise**

- General Liability
- General Property
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Victoria Lee PCLL, LLB (Hons) Associate Director

### Expertise

Casualty

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### Shawn Choy

ACILA, ANZIIF (Snr Assoc.), B.Sc Hons in Surveying, CIP, FCII, LLB (Hons), Prof. Dip. (Insurance)

**Associate Director** 

### **Expertise**

- Construction
- Liability
- Property
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### Jim Lam

ANZIIF (Snr Assoc.), Professional Dip (Insurance)

**Associate Director** 

### **Expertise**

- Casualty
- Personal Injury Claims

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### Gawain Li

BSc (Hons), ANZIIF (Snr Assoc.), ACII (Chartered Insurance Practitioner), Dip CILA, ACLA

**Associate Director** 

### **Expertise**

- Property
- Liability
- Plant and Machinery
- Business Interruption
- Personal Injury
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### Neo Ip

Professional Dip. Insurance ANZIIF (Assoc.)

### **Corporate Accounts Leader**

### Expertise

- Public Liability
- Employees' Compensation
- · Property Household and Commercial
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### Joe Kwok

ANZIIF (Snr Assoc.), BBA (Hons)

### **Senior Manager**

### **Expertise**

- Employees' Compensation
- Third-Party Property
- Public Liability
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**Kelvin Tang** 

ANZIIF(Assoc.), BComm (Award with Distinction)

### **Assistant Manager**

### Expertise

- Property Claim (Commercial and Personal)
- Public Liability
- Travel Fraud Claim Investigation
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### Kia Lai

ANZIIF (Snr Assoc. CIP)

**Assistant Manager** 

### **Expertise**

- Employees' Compensation
- Property

- Liability • Third-Party
- Administration
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### Sam Cheng

LLB, BBA **Assistant Manager, Liability** 

### **Expertise**

- Casualty
- Liability

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## **Kelvin Cheng** ANZIIF (Assoc.), BSc (Hons)

**Senior Loss Adjuster** 

**Expertise** 

- Public Liability
- Property

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### Elwing Lai ANZIIF (Snr. Assoc.), B.Arts, Professional Dip. Insurance

Senior Loss Adjuster

### Expertise

- Property
- Liability
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### Chan Tsz Long Loss Adjuster

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### Expertise

- Property
- Liability (TPPD & TPBI)

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Carol Chan MSocSC Psychology Loss Adjuster

### Expertise

- Loss Assessment
- On-site Investigations

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# Adrian Wong

Assistant Loss Adjuster

### Expertise

- Third-Party Administration
- Loss Assessment
- On-site Investigations

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### Construction



### MF Chan

Director, Construction Expertise

- Construction
- Contractors' All Risks
- Property
- Legal Liability

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### Darren Cheng

Dip. CII, Dip. CILA, Dip. Construction and Built Environment (Civil Engineering)

Claims

• Third Party Property

**Associate Director** 

### Expertise

- Contractors' All Risk
- Contractors' Liability
- Property All Risks
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### Nick Fung

BEng (Civil Engineering), Cert CILA

Senior Loss Adjuster

### Expertise

Contractors' All Risk



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### Marine



### Wendy Lee

BBA (Hons), Dip Cll

### **Director, Marine Cargo Greater China**

#### **Expertise**

- Bulk Shipment
- Different types of general commodities
- Marine & Transportation
- Project Cargo
- Stock Throughput

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### **Desmond Choi**

High Dip. Land Surveying & Geo-Informatics

Assistant Manager, Marine

### **Expertise**

Marine Surveying

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### Sumith Magamage

Associate Member of IMarEST, Auditor for CSO / ISPS Code & ISMS/ ISM. BSc - Marine Eng and Mgmt. IENG, EngC. UK, Member of IIMS & AIMS

**Senior Marine Surveyor** 

### **Expertise**

- Auditor for International Ship & Port Facility Security (ISPS) Code (CSO / ISPS Auditor)
- Auditor for Maritime Safety Management System & International Safety Management Code (ISMS / ISM Auditor)
- Onshore / Offshore Marine & Transportation)
- Power & Energy

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### Expertise

Navigation and Marine Science

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Anson Chan

Maritime Science

BSc (Hons) Navigation and

**Claims Adjuster, Marine** 

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### Healthcare



### Carmen Wu

B.Soc.Sc (Psychology), MSc (Applied Psychology)

### Healthcare Leader

#### Expertise

Employees' CompensationPersonal injury liability and litigation

- Rehabilitation counselling
- Work injury healthcare management

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### **Cloris Lau**

B. Hons (Nursing), Registered Nurse

**Senior Healthcare Manager** 

### Expertise

- Employees' Compensation Claims
- Work Injury
- Healthcare Management
- Work Rehabilitation
- Direct Settlement Negotiation
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### Valerie Law

MSc (Clinical Neurodevelopmental Science)

Healthcare Manager

### Expertise

- Employees' Compensation
- Healthcare Management
- Work Injury and Rehabilitation
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# About Crawford & Company®

For over 80 years, Crawford has solved the world's claims handling challenges and helped businesses keep their focus where it belongs – on people.



