

## Understanding insurers and working together collaboratively to achieve better outcomes

Monday, 5 February 2018  
13:00 - 14:00

Presented by David Fisher (*catastrophic and injury claims technical manager at AXA*) and Tom Holbrook (*partner at Kennedys Solicitors in Sheffield*), this tactical webinar will cover:

- What do insurers do when they are notified of a claim?
- How are claims allocated? What about perceived value?
- What are the most important things for insurers to know from the outset both generally and for the purpose of putting the right reserve on a case.
- Why reserving is so important?
- What information an insurer really needs to know on a regular basis and why?
- How have insurers made arrangements to embrace and utilise the Rehabilitation Code and the Serious Injury Guide? Who within an insurance company has responsibility for making these work?
- At what point will an insurer bring in solicitors or counsel? Why do some insurers chose to “go it alone” without using a legal team?
- What is the approach of insurers and their solicitors to joint settlement meetings or alternative means of dispute resolution? What is their perception of the approach of the claimant’s legal team and the position of the claimant?
- What do insurers and their solicitors view as areas of good practice and bad practice by claimant’s solicitors and counsel. What will lead to better collaboration?



**David Fisher** has worked in the industry since 1983 and has over 30 years injury claims experience. Having held a number of claims and managerial roles within AXA Insurance, he was appointed catastrophic and injury claims technical manager in 2008. In addition to his responsibility for catastrophic injuries he has a keen interest in all aspects of the injury claims arena.

His role combines managing AXA Insurance’s catastrophic injury team with involvement in a wide range of injury issues. In this context, David was responsible for AXA’s response to various Ministry of Justice consultations. He was also involved in developing AXA’s approach to rehabilitation and mediation.

David has spoken at a number of conferences on various PI related issues including JPIL and APIL.



**Tom Holbrook** is a partner in Kennedys’ Sheffield office, managing a team which deals primarily with litigated claims and offers pre-litigation advice on high value matters.

Tom trained and qualified over 20 years ago and has developed a client base including insurers, brokers and corporates.

Tom’s expertise is in employer liability, public liability and contractor claims, including motor with a specialist focus on large loss and catastrophic injuries with the utmost severity, brain and spinal injury, amputations, vegetative state or altered consciousness, brachial plexus injury, severe psychiatric injury, chronic pain and loss of senses, as well as group actions.

The Legal 500 UK describe Tom as “extremely capable” and he is ranked as a ‘Recommended lawyer for personal injury (defendant)’.