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International Adjusters, Surveyors & Engineers



Loss Adjuster of the Year

27 October 2010

NRM Insurance Solution (Pte Ltd)
105 Cecil Street
#06-01
The Octagon
Singapore 069534

Attention : Mr Patrick Tan

Dear Patrick

CLAIM INVOLVING BEACON SHIPPING INVESTMENTS PTE LTD

It was very encouraging to observe the manner in which you responded to your clients in time of urgent needs as in the case of the accidental activation of the sprinkler head involving Beacon Shipping Investments Pte Ltd in their office at The Central. Turning up late in the night on a public holiday, helping clients to notify the Insurers to activate loss adjusters and accompanying the clients till past 0300 hours for the post-disaster restoration works are the trademarks of a caring Broker.

Clients usually take a while before they gain the confidence and acceptance of the loss adjusters in claim matters as this would usually be the first time they meet them and often in a "disaster" situation. With your involvement and particularly your close working rapport with the clients, this goes a long way to help us bridge the gap with your client which is an important element in the communications and management of the claims process.

In this case, your calm disposition and professional guidance given to your clients in the claim every step of the way is exemplary and this has a salutary impact on how the claim progressed. Your close communications with the loss adjusters on all matters governing the appointment of restoration contractors, discussion on reinstatement works, loss mitigation measures, coverage issues, loss preventions, request for interim payment and assisting your client in the submission of the claim papers, culminated in a meaningful and fair settlement of the claim.

Personally, it has been a pleasure working with you on this case.

Yours sincerely

A blue ink handwritten signature of Michael Kwang.

Michael Kwang
Director