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Claims Forum 2026

Navigating Complexity in Commercial Liability Claims: Emerging Risks, Evolving Duties and Practical Claims Solutions

12 March 2026

9.00 a.m. to 12.30 p.m.
(followed by Networking Lunch)

Parkroyal Collection Marina Bay, Clover 1 & 2

Complimentary

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Commercial Liability Claims in a Changing Risk Landscape

Commercial liability claims are becoming increasingly complex due to evolving business models, regulatory expectations, technological dependencies, and heightened stakeholder scrutiny. This forum brings together claims professionals, insurers, brokers, lawyers, and risk managers to explore how liability claims are arising, investigated, defended, and resolved in practice, with a strong emphasis on real-world claims experience.



Key Objectives

- Examine current and emerging trends in commercial liability claims
- Explore practical claims handling challenges across different liability scenarios
- Deepen understanding of third-party property damage and bodily injury claims
- Address stakeholder management and soft-skills challenges in liability claims
- Enable focused discussions through interactive breakout sessions



Target Audience

- Claims Professionals
- Underwriters involved in Liability Lines
- Insurance Brokers & Claims Advocates
- In-house Legal & Risk Management Professionals
- Loss Adjusters & Claims Consultants

Agenda

9.05 a.m.

Welcome Remarks

9.10 a.m.

Keynote Address



Hugh Kennaway
President
Chartered Institute of Loss Adjusters (CILA)

9.20 a.m.



Jamie Sparkes
Chief Claims Officer, Asia
Aon

The Evolving Commercial Liability Claims Landscape

From Traditional Risks to Emerging Exposures

Highlights

- Key liability claims trends observed in recent year
- Shifts in commercial liability exposures across industries
- Increasing claim severity, complexity, and aggregation risks
- Impact of ESG considerations, supply chain dependencies, and outsourcing
- AI Global regulations impact on insurers
- Underwriting challenges, landscapes & trends

9.50 a.m.

Third Party Property Damage Liability Claims

When Physical Damage Leads to Complex Liability Disputes



Thangarajah Thangamany
Managing Director
FortisCor Adjusters Pte Ltd

Highlights

- Common sources of third party property damage claims
- Establishing liability, causation, and extent of damage
- Apportionment and contribution issues involving multiple parties
- Quantum assessment, reinstatement challenges, and mitigation disputes
- Practical lessons from complex or high-value TPPD claims
- Investigation and evidence preservation: dos & don'ts for key stakeholders (insured, broker/agent, claims team) and the importance of early loss adjuster and legal involvement
- Implications for claims reserving, settlement strategies, and policy wordings

10.25 a.m.

Coffee Break & Networking

10.55 a.m.

Third Party Bodily Injury Liability Claims

Managing Injury Claims, Human Impact and Legal Exposure



Anparasan K
Managing Director
WhiteFern LLC

Highlights

- Typical bodily injury scenarios in commercial liability claims
- Assessing duty of care, breach, and causation
- Medical evidence, long-tail exposure, and quantum considerations
- Managing serious injury, fatality, and catastrophic claims
- Settlement strategies, litigation risks, and reputational considerations

11.30 a.m.

Panel Discussion

From Complexity to Resolution: Practical Decision-Making in Commercial Liability Claims

Moderator



Shalini Pavithran
Chief Executive Officer
Singapore College of Insurance

Panelists



Chan Hwee Seng
Chairman
Crawford



Anparasan K
Managing Director
WhiteFern LLC



Lee Pit Wen
VP, Head of Claims Operations
Singapore
Marsh



Mark Burr
Senior Vice President Head of Large and Complex Claims Asia Pacific
Claims Group
Allied World Assurance Company, Ltd

12.20 p.m.

Closing Remarks

12.30 p.m.

Networking Lunch

Masterclass

Managing Multiple Stakeholders in Liability Claims

Balancing Competing Interests and Expectations



12 March 2026



2.30 p.m. to 5.00 p.m



Clover 4-5, Level 1, PARKROYAL COLLECTION Marina Bay

Limited to 30 participants

Complimentary

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Format

- Case Study-based Learning & Facilitated Discussion

Key Discussion Topics

- Managing relationships with insureds, claimants, brokers, lawyers, and expert advisors
- Addressing conflicting interests and expectations in complex liability claims
- Effective communication strategies during contentious or prolonged claims
- Navigating regulatory requirements, authorities, and third-party involvement
- Key lessons learned from stakeholder-driven claim outcomes



Programme Leader

Navin Vasani
B. Eng, ACLA
Director - Major and Complex Loss

In 2006, Navin began his career as a Sales and Application Engineer with a Japanese pneumatics firm in Singapore. Subsequently, in 2009, Navin transitioned to loss adjusting. Over the decade, he progressed to handling major losses both in terms of value and complexity. In 2023, Navin relocated to Melbourne, Australia to join Sedgwick's Major & Complex Loss (MCL) team before joining Sedgwick Singapore's MCL team at the end of 2024.

With a career in loss adjusting spanning more sixteen years, Navin has managed losses in Singapore as well as other parts of Asia. His expertise lies in handling property damage, machinery breakdown including in power generation facilities and construction losses. He holds a Diploma and Degree in Electronics Engineering. He is a Chartered Loss Adjuster and Associate Member of the Australasian Institute of Chartered Loss Adjusters.

PEI Registration No: 199408491M

Period Of PEI Registration: 26-09-2023 to 25-09-2027