

# Adjusting to change

One of those firms most active in looking to partners and acquisitions in 2006 was Questgates. In August, it teamed up with Adjusting Solutions on a London-based major and complex loss facility. Under the deal, the companies will remain independent, although the potential prospect of a merger in the future was mentioned.

Chris Hall, managing director of Questgates, commented: "Adjusting Solutions has several major clients that it will maintain control of. We have worked out a way to share fee income until it becomes appropriate for us to merge. When that happens, we want to retain Adjusting Solutions' brand name, as it is strong."

Adjusting Solutions founding partner Tom Battell adds: "We remain separate independent businesses but have formed an association to provide joint services to mutual clients on major and complex loss. This does not prevent us from working with other adjusters subject to normal rules for confidentiality and conflict management. Indeed, some of our client insurers particularly ask that we work with their panel or nominated adjusters to provide specialist, high-end business interruption experience and credentials on their major losses."