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The Association is a membership organisation open to claims professionals within insurance companies, loss adjusters, lawyers and other claims handling operations and support services based in and around Greater Manchester. Founded about 30 years ago (originally just for insurance claims managers, but latterly extended to include the wider claims community), it provides a forum for those involved in insurance claims to discuss matters of mutual interest, involving the local market or claims handling generally.

There is a substantial amount of insurance claims activity in and around Greater Manchester. Most of the major insurers, the major loss adjusters, and a number of major brokers have important claims operations in the area. Specialist insurance lawyers are well represented in Manchester and the surrounding towns. With this amount of activity and talent, a Claims Management forum has a major part to play in education and public relations.

The North West was the first area to experience the effects of the credit hire industry, and its impact on claims costs and premiums. The North West has also experienced its fair share of organised insurance fraud, ranging from staged accidents and high profile fabricated Personal Injury claims, to organised vehicle theft and ringing. From high net worth households through leisure, services and commerce to heavily industrialised light and heavy manufacturing and processing, every type of insurance and every type of claim are 'everyday life' in NW England. The Manchester Claims Association has played its part in insurers' efforts to deal with these challenges; pooling information, discussing market strategy, raising awareness, and liaising with local solicitors, investigators, police authorities, and claims services providers.

The Association contributes on the education and training side by arranging for regular presentations by guest speakers on a wide range of insurance claims topics. This year's diary of lectures and events can be found on our Events page.

The Association works closely with the Insurance Institute of Manchester to support Continuous Professional Development in the General Insurance community.

Event Timing

The Association meets in central Manchester every two months from 11:45 for coffee prior to a "Lunchtime Lecture", which is open to all and timed to commence at 12:15. Speakers are welcome to arrive anytime beforehand, to familiarise themselves with the surroundings. Talks tend to last for 40-45 minutes followed by questions. The lecture is preceded by a meeting of Association members.