

FIRST BIRTHDAY FOR THE NEW ERA OF LOSS ADJUSTING

In May 2013 the new era of loss adjusting in Australia was born with the successful launch of ASTA Group, a network of independent loss adjusters hand-picked for their experience, skills and strategic location. As the group approaches its first birthday we have taken the time to reflect on a very busy year and to look forward to the future.

So why is ASTA so different? Chief Executive Dave Bazen explains: "Only a person who strives to perform with integrity, respect and competence in each and every task will ever achieve the ultimate level of personalised service delivery for their clients."

"Rare exceptions aside, very few employees of major companies can maintain this level of service delivery on a dedicated and constant basis. However, to a small business-owner this is the key to survival in a highly competitive service-driven market."

"ASTA uses this principle to combine the dedication of independent small business-owners with nationally consistent infrastructure to provide the highest level of service to our clients, wherever we are needed across Australia."

The ASTA system engages independent loss adjusting firms as network members, who have all been approved by each client and the group to undertake assignments. There is no sub-contract arrangement; each network member reports directly to the client once appointed, thus maintaining complete transparency.

Unlike some of its competitors, ASTA does not use pseudo-offices, the misleading practice of listing a service location but servicing it remotely. Every advertised ASTA location has loss adjusters in residence. Where remote areas make onsite assessment costs prohibitive, desktop management is available using our vast panel of regional services.

The claim lodgement process is simple for the client. The state manager serves as a single contact point, co-ordinating the appointment of a network member based on the client's requirements, location, skills and personal attributes, providing a bespoke and cost-effective solution every time.

This system provides enormous flexibility, meaning ASTA can provide services from a one-off claim through to interstate resource management for catastrophe events.

ASTA can handle property and liability claims through all network offices, as well as provide highly specialised claim services such as business interruption, engineering and motor.

Engineering claims are managed nationally through the WA office, where a team of highly experienced machinery breakdown specialists conduct desktop and onsite assessments of domestic, SME and corporate/major loss machinery claims, as well as technical consulting and forensic engineering.

Motor claims are managed nationally through the Queensland office using an established network of experienced motor and machinery assessors in more than 18 centrally located offices. This extensive national footprint extends to the majority of the country for onsite physical assessments, while most remote areas are managed by digital desktop.

As everyone in business knows, teamwork is the key to success, and ASTA is no different. Chief Executive Dave Bazen says "there is no doubt that the experience, dedication and loyalty of the state managers was instrumental in the success of ASTA Group during the launch in 2013, and it is these attributes within the group that keeps ASTA moving from strength to strength".

The management team has recently undergone some change in Victoria, with Ian Mathieson stepping down from the state manager role. ASTA was pleased to announce that Alex Lang of McCracken Lang stepped up to take on the role from 1 March 2014.

As Alex Lang explains: "The ASTA model is progressive and makes effective use of the diverse range of skills and experience within our vast resources, consistent with our own business philosophy. Our firm has a long association with the ASTA management team and we look forward to building on the solid foundation Ian has laid in Victoria."

With a diverse and experienced management team, ASTA Group is now well established.

We're here for the long term, ready to assist specialist clients needing high quality personalised service for their unique clientele.



“Our symbol is the Federal Star, which we proudly display as testament to our name and commitment to provide consistent high quality service around Australia”

All States and Territories Adjusters Group

Dave Bazen, Director, CEO
State Manager WA, SA & NT



Dave comes from an extensive trade engineering, medical and aviation background, entering the industry in 2002 as a consultant and progressing to Chartered Loss Adjuster. In 2009 Dave acquired Jarm Adjusting as a specialist engineering and property loss adjusting practice.

Laurie Starkey, Director
State Manager NSW & ACT



Laurie entered the insurance industry in 1979 in general insurance, commencing loss adjusting in 1982. In 1991 Laurie became a Partner of a Sydney based property and liability loss adjusting practice, now trading as ASTA NSW.

Vivienne English, Director
State Manager QLD



Vivienne has over 30 years experience in the insurance industry, including 22 years as a Chartered Loss Adjuster. Vivienne is a Partner of Campbells Assessing (est. c1959) as a specialist property and motor loss adjusting firm.

Alex Lang
State Manager VIC



Alex entered the Loss Adjusting industry in 1988 from a background in education and progressing to AICLA Affiliate. Alex is now the Principal of McCracken Lang, as a renowned property and liability loss adjusting practice in Victoria.

George Rosevear, Director
State Manager TAS



George entered the insurance industry in 1967 in general insurance, commencing loss adjusting in 1998. George is the Principal of Van Diemen Loss Advisor, as a property and liability loss adjusting practice, now trading as ASTA TAS.

David McNamara
National Motor Manager



Dave comes from an extensive trade background in the automotive industry, entering the insurance industry in 2005 and progressing to AICLA Affiliate. Dave is a Partner of Campbells Assessing (est. c1959) as a specialist Property and Motor loss adjusting practice.

Ian Mathieson, Director



Ian entered the insurance industry in 1981 working for the major loss adjusting firms before starting his own property and liability practice. Ian is one of the co-founders of the RVLG Group, as a specialist rural property loss adjusting network across Victoria.



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