

Product Recall Services

So much more can be achieved when we all
pull together



RQA is Europe's leading recall and crisis management consultant to the food and consumer product sectors. Cunningham Lindsey is one of the UK's largest loss adjusting and claims management companies.

We have joined together to offer a unique product recall service.

Whether you are an insurance broker looking to achieve comprehensive protection for your valued clients or a director wishing to protect your enterprise, product quality will be at the forefront of your thoughts.

Product quality is essential to business survival. However, these days, it seems recalls are rarely out of the media. Why is that?

Under intense competitor pressure, businesses need to drive down costs, which can lead to the sourcing of products or raw materials from the lowest cost supplier, often based overseas. In our experience, this approach can lead to compromise in product quality, that may result in product safety issues and ultimately, a severe impact upon your client's brand and market reputation.

The statistics show an alarming increase in the number of product alerts and recalls and in excess of 50% involving goods with origins in the Far East.

It's all part of the service

For the first time, through the joint forces of Cunningham Lindsey and RQA, we can offer an unrivalled international service to assist in equipping businesses to manage a product recall incident and to also have the best opportunity of preventing incidents in the first place, whilst mitigating and seeking to recover any expenditure incurred.

Pre-incident – we offer a comprehensive recall prevention, risk improvement and recall

management planning service. This includes recall training, audits of own and suppliers' processes and quality control, advice on the legal and insurance risks faced, advanced dispute resolution, recall planning and lots more.

Incident Management – if the worst should happen, we can provide a global 24/7 emergency response to any product quality or safety issue, including crisis management and support, product retrieval, customer care helpline, media advice, cause and effect analysis including laboratory testing and a mitigation/validation service.

Post incident – we don't forget the important issue of culpability and recovery. We offer advice upon claim preparation and the best prospect of recovery of your expenditure, either in the UK or anywhere in the world using our global team.

What are the clients' benefits?

- Recall crisis planning – having the best chance to successfully and cost-effectively manage a recall incident
- Recall prevention – our aim is to prevent recalls through risk improvement
- Brand protection – keeping their customers happy
- Business continuity – let us assist in dealing with the problem, reducing the impact upon routine business activity
- Cost-effective and timely resolution of disputes – a structured resolution of a

dispute with recovery of expenditure

- Resolution of disputes without litigation reduces the potential of high legal costs
- Safe products and effective procedures means prosecution, with the risk of fines and damaging publicity, is averted
- Advice on regulatory compliance – keeping abreast of the regulatory authorities
- Claim avoidance or mitigation – ultimate saving in premium spend

What are the broker benefits?

- Enhance your service – a unique offering to your clients
- Client added value service – helps client retention
- Professional negligence – potential exposure reduced
- Additional business – potential purchase of product recall and/or financial loss coverage
- Improved risk experience – easier placement and a wider offering

Contact us

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