

A photograph of a woman with long dark hair carrying a young child in a grey carrier. They are in a grocery store, with the woman holding a bunch of green leafy vegetables. The background is slightly blurred, showing shelves of produce.

PRODUCT RECALL

Forensic Accounting & Complex Claims (FACC) Practice

Comprised of highly qualified certified public accountants, chartered accountants, forensic accountants, certified fraud examiners and project managers, WTW's Forensic Accounting & Complex Claims (FACC) practice provides expert technical assistance in quantifying economic damages including those which arise from product recall and product liability matters.

Our expertise in product recall claims existing across all key industries (including food and beverage, automotive, pharmaceutical, and medical devices) ensures a breadth of experience facilitating the maximum possible recovery under the available policy coverage(s). In addition to facilitating the recovery of direct costs, the scope of our role can incorporate the review of claims made by third parties, ensuring that these claims are supported and are directly related to the recall event.

We assist operational and financial personnel with the traceability exercise to efficiently identify and document the widespread nature of the contamination and the scale of the recall required. The identification of the recall to its source, combined with a complete understanding of the business operations, allows for the appropriate quantification and documentation required for a fully substantiated claim.

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The financial impacts to be considered will extend to include:

- Direct recall expenses, for which it is prudent to establish procedures to collate such costs;
- Measurement of additional costs incurred to mitigate the overall loss (such as repackaging costs and expedited shipment);
- The loss of inventory from which consequential loss can ensue;
- Impacts on product market share, including lost revenue and any associated brand damage that might arise;
- Third-party damages which require the detailed review of customer claims to ensure that the losses claimed are reasonable, supported and flow directly and exclusively from the loss event
- Our review of third-party damage claims made against our clients ensures that our client is removed from the process in order to maintain its strong business relationships

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The combined consequential losses from such an unforeseen event can have a significant impact on the balance sheet and cash-flow of an organization. Our FACC team members have quantified lost sales and increased costs on hundreds of files and recovered billions of dollars for our clients globally. By requesting the necessary information early in the process, we can expedite the review process and assist in properly managing expectation for all parties.

We provide the proper support and assist in your business recovery by:

- Simplifying the claim process so you can focus on returning to normal day-to-day business activities
- Quantifying the loss amounts and gathering supporting documents
- Minimizing the overall disruption to business operations by obtaining cash advances
- Preparing and submitting the claim on your behalf in a format familiar to the accounting experts appointed by the insurer
- Participating in meetings, explaining methodology in loss calculations and responding to requests for additional documentation
- In the event that a dispute goes to litigation, providing expert witness testimony related to the methodology and calculations performed

Pre-risk engagements also allow key preparations of recovery plans necessary to act effectively and efficiently in times of stress, minimizing any consequential losses that might arise.

About WTW

At WTW (NASDAQ: WTW), we provide data-driven, insight-led solutions in the areas of people, risk and capital. Leveraging the global view and local expertise of our colleagues serving 140 countries and markets, we help you sharpen your strategy, enhance organizational resilience, motivate your workforce and maximize performance. Working shoulder to shoulder with you, we uncover opportunities for sustainable success — and provide perspective that moves you. Learn more at wtwco.com.



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WTW-51900/06/2022

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In addition to the product recall claims referenced above, FACC can assist in evaluating economic damages pertaining to:

- Builders risk claims
- Business interruption values & exposures analysis
- Construction claims
- Cyber claims
- Environmental claims
- FEMA requests for public assistance
- Fidelity/bond/crime claims
- Fixed asset valuation
- Litigation services
- Property damage claims
- Research and development claims
- Subcontractor default claims

For more information contact your WTW client relationship director or:

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