NEW TREND LOSS ADJUSTERS LTD.

RC 243793 · EST. 1994



CORPORATE PROFILE 2026

Experts in Loss Assessment

Leading with insight, adjusting with precision.

hello@ntloss.com

www.ntloss.com

AT A GLANCE

Three decades of independent loss adjusting

Independent and trusted by the country's leading insurers, brokers and corporates since 1994.

1994
Established, with over 30 years in Nigerian loss adjusting

1,488+
Claims instructions handled

40
Insurers served, alongside 80 brokers

590+
Insured clients, from SMEs to blue-chip corporates

31 + FCT
States where we have carried out inspections

3
Offices: Lagos (Head Office), Port Harcourt and Kaduna

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ORGANISATION BACKGROUND

Who We Are

New Trend Loss Adjusters Limited (RC 243793) was established in 1994 and is a member of the Institute of Loss Adjusters of Nigeria (ILAN). For over three decades we have provided independent loss adjusting, claims investigation and risk survey services to insurers, brokers and corporate insureds across Nigeria.

Our team combines professional insurance qualifications, engineering and forensic accounting expertise, and a digital claims-management system that tracks every instruction from appointment to final report, so insurers always know where a claim stands.

We handle everything from straightforward property claims to complex, high-value losses in oil and gas, aviation, engineering, marine and financial fraud. Through alliances with international firms including **Charles Taylor (London)** and **Braemar Adjusting**, we bring global expertise to complex and cross-border claims.

Our reputation rests on impartiality, technical precision and speed: fair, well-evidenced recommendations that protect insurers' interests while treating policyholders fairly.

Independent

Impartial findings on cause, liability and quantum, for insurers and insureds alike.

Technical

Adjusters, engineers and forensic accountants working as one team on complex losses.

Accountable

Every claim tracked through defined stages, with documentation monitored and reported.



WHAT DRIVES US

Mission, Vision & Values

MISSION

To deliver exceptional advisory and reporting services that enhance claims management, drive innovation, add significant value to our partners, and cultivate the next generation of industry leaders.

VISION

To be the trusted partner for individuals and businesses navigating the complexities of insurance, providing expert guidance and support during unforeseen challenges.

Our Core Values: the "CIIIE" Commitment

Pronounced "C-three-E", this guiding principle shapes every engagement.

C — **Client Focus**
We put our clients' needs first, building strong, responsive partnerships.

I — **Continuous Improvement**
We are committed to ongoing learning and refinement, so our solutions stay effective.

I — **Integrity**
We uphold the highest ethical standards, fostering trust and transparency.

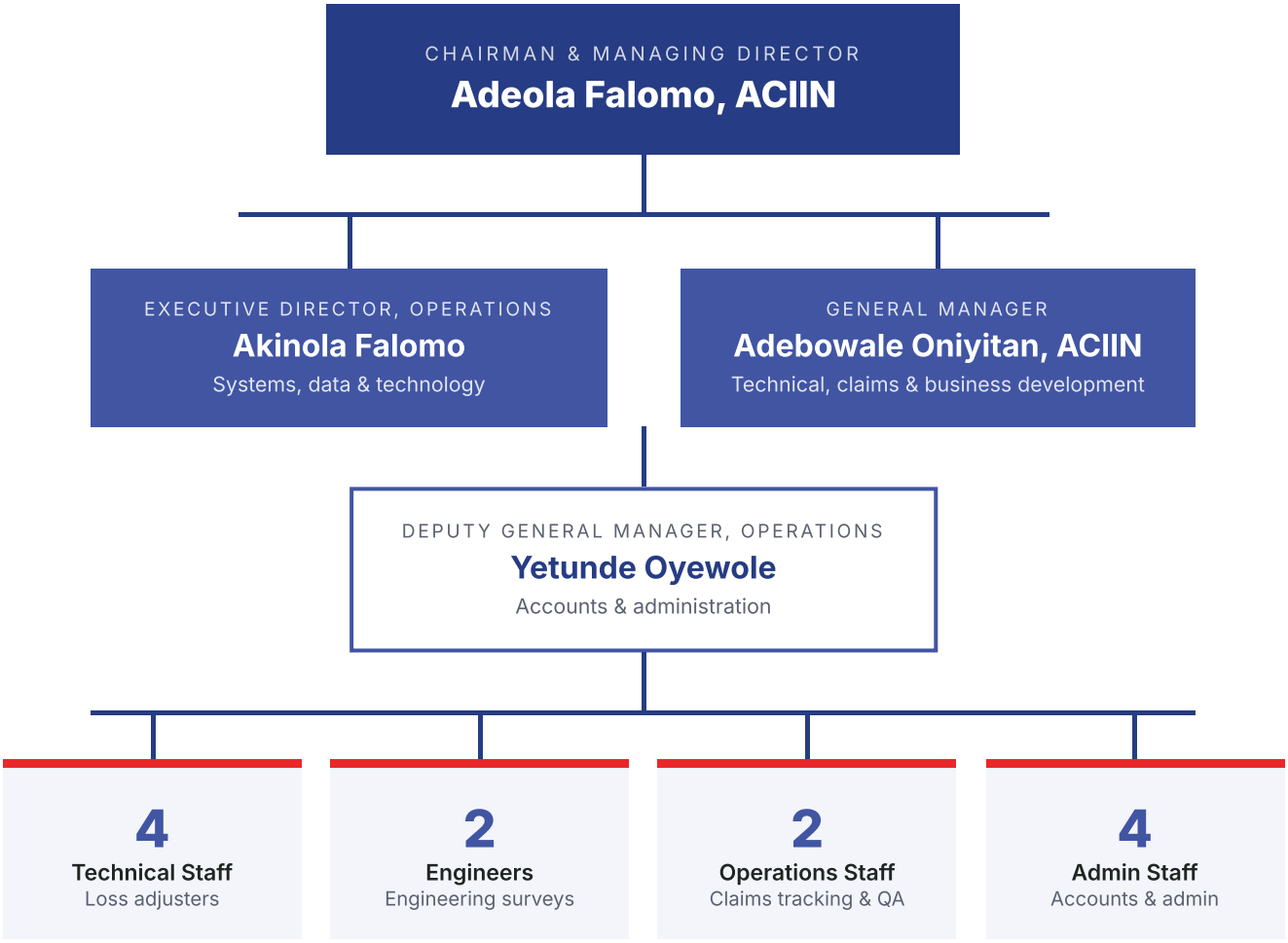
I — **Innovation**
We embrace creative, forward-thinking approaches to complex challenges.

E — **Excellence**
We strive for exceptional results in every engagement.

GOVERNANCE & ORGANISATION

Management Structure

A lean, experienced management team with clear lines of responsibility, so every instruction has an accountable owner from appointment to final report.



Total team strength **12 staff**

LEADERSHIP TEAM

The People Behind Every Report



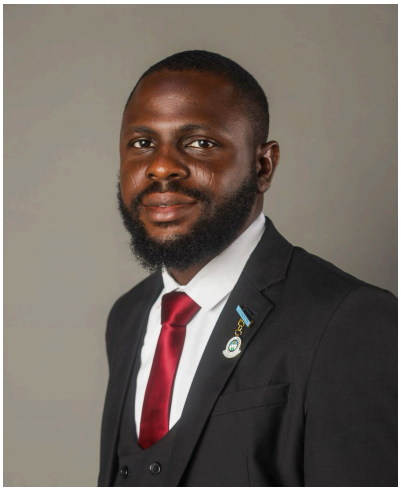
Adeola Falomo, ACIIN

CHAIRMAN & MANAGING DIRECTOR

Adeola Falomo leads New Trend Loss Adjusters as Chairman and Managing Director, setting the firm's strategic direction and governance standards.

She brings an insurer's perspective to loss adjusting, built over more than 15 years at LASACO Assurance Plc, where she rose to the position of Assistant General Manager. That grounding shapes how the firm works: reports built to answer the questions underwriters and claims managers actually ask.

Beyond insurance, she is a seasoned entrepreneur and business leader, widely respected for her commercial acumen and her ability to build and grow enduring businesses. Under her leadership, New Trend has become a trusted partner to many of Nigeria's leading insurers and corporates.



Adebowale Oniyitan, ACIIN

GENERAL MANAGER

Adebowale oversees strategic planning, high-value claims management, technical operations and business development. He joined New Trend in 2017 as an Adjuster, became Head of Technical in 2018, and was appointed General Manager in June 2022.

He holds a BSc in Insurance from Lagos State University, became an Associate of the Chartered Insurance Institute of Nigeria (ACIIN) in December 2024, holds multiple CIIN professional certifications, and has been a member of the Institute of Loss Adjusters of Nigeria since 2017. His expertise spans claims management, risk assessment, fraud detection, regulatory compliance and client relations.



Akinola Falomo

EXECUTIVE DIRECTOR, OPERATIONS

Akinola brings over a decade of operational management experience across diverse sectors. He holds a degree in Finance and an MSc in Marketing Strategy from Coventry University, United Kingdom.

He combines business acumen with technology expertise, having founded and managed technology companies in Nigeria and internationally. At New Trend he leads the firm's operating systems, data and digital claims tracking, the infrastructure behind our turnaround times and reporting quality.



Yetunde Oyewole

DEPUTY GENERAL MANAGER, OPERATIONS

Yetunde plays a pivotal role in New Trend's operations. A graduate of Business Administration from Yaba College of Technology, Lagos, she manages both the Accounts and Administrative units.

Her broad knowledge of back-end and service support, and her comprehensive understanding of the business, contribute significantly to the firm's overall efficiency.



WHAT WE DO

Scope of Services



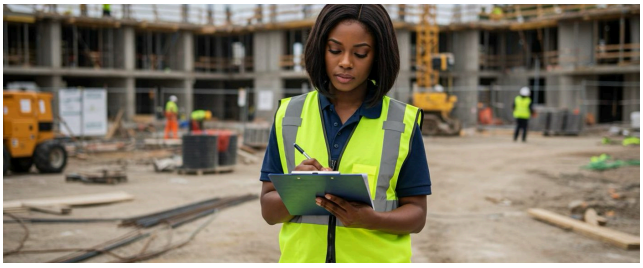
Loss Adjusting & Claims Investigation

Straightforward to complex claims: cause of loss, policy liability, quantum and settlement recommendations, delivered with clear evidence.



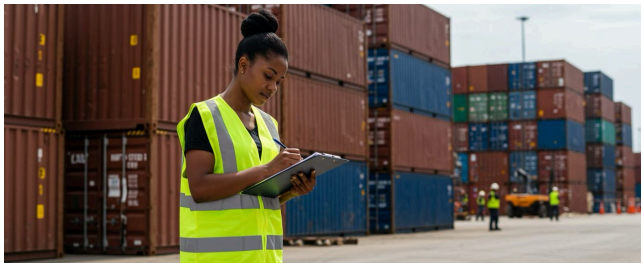
Engineering Surveys

Machinery breakdown, CAR/EAR and plant claims: repair cost estimation, total loss valuation, diminished value assessment and salvage disposal management.



Pre-Underwriting Risk Surveys & Valuation

Site inspections, safeguard evaluation, detailed risk reports and risk improvement plans to support sound underwriting decisions.



Cargo Superintendence & Marine Surveys

Pre-shipment inspections, loading supervision and damage surveys across the cargo journey, from loading to discharge.

05

Specialist Claims Management

Fraud and fidelity guarantee investigations with forensic accountants and law enforcement liaison; energy, aviation and agricultural claims handled by sector specialists.

BREADTH OF EXPERTISE

Classes of Business

Our adjusters handle claims across the full spectrum of general insurance classes written in the Nigerian market.

- Fire & Special Perils
- Goods-in-Transit
- Burglary & Theft
- Fidelity Guarantee
- Material Damage / All Risks
- Marine Cargo & Hull
- Contractors' All Risks
- Erection All Risks
- Plant All Risks
- Machinery Breakdown
- Public & Product Liability
- Professional Indemnity
- Business Interruption
- Cyber Liability
- Bonds & Guarantees
- Aviation
- Oil & Gas
- Agriculture
- Householder

Industries We Serve

Financial Services
Banks and financial institutions: branch losses, fraud and fidelity claims.

Energy: Oil, Gas & Power
Pipelines, facilities, distribution assets and business interruption.

Manufacturing & FMCG
Plant, machinery, stock and process losses.

Transportation & Logistics
Goods-in-transit, marine cargo and fleet claims.

Property
Residential and commercial property, including civil unrest losses.

Engineering & Construction
CAR/EAR, plant and heavy equipment.

Aviation
Hull, liability and ground-handling damage.

Agriculture & Telecoms
Crop, livestock and farm assets; telecoms infrastructure.

HOW WE DELIVER

Operational Capacity

A dedicated team backed by purpose-built systems, so instructions are acknowledged fast, inspected promptly and reported with consistent quality.

12

Staff: technical, engineering, operations and admin

3

Offices covering the South West, East and North

People

- 4 technical staff (loss adjusters)
- 2 engineers for engineering and machinery surveys
- 2 operations staff for claims tracking and quality assurance
- 4 admin staff covering accounts and administration
- Forensic accountants and specialist consultants engaged as required

Quality Control

- Team-lead brief before every underwriter brief
- Draft review before every final report
- Claim folder quality scoring on photos, policy and inspection records

Technology

- Digital claims register tracking every instruction through 16 defined stages
- Automated document-requirement tracking and reminders to insureds
- Turnaround (SLA) monitoring from appointment to final report
- Live visibility of claim status for management and insurers

Response

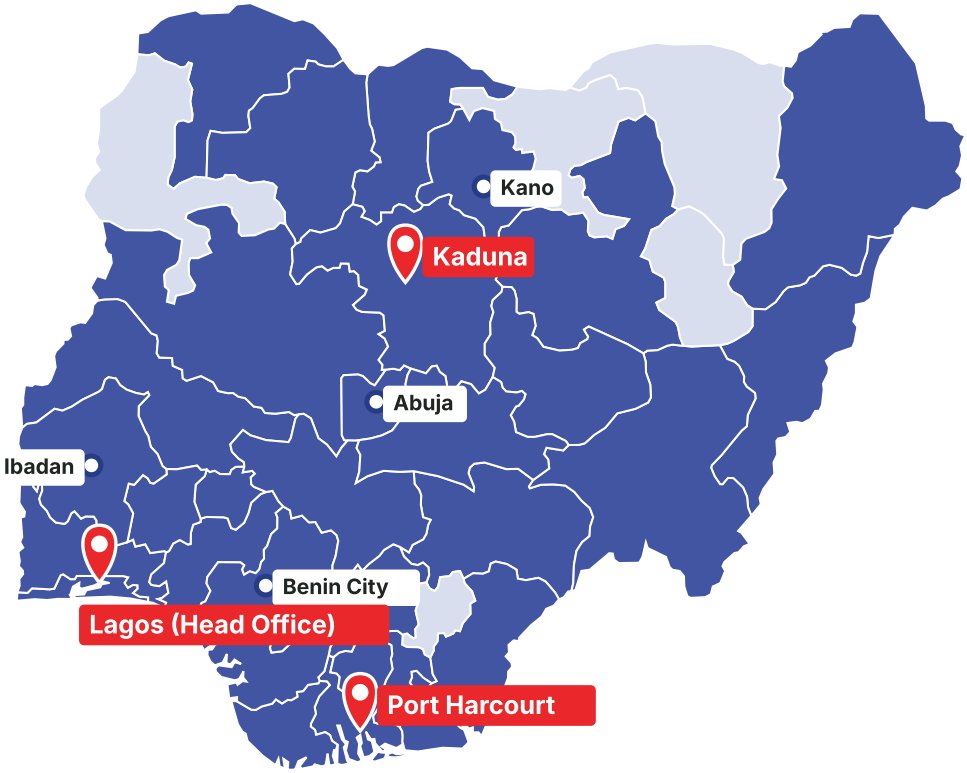
- Regional offices in Port Harcourt (East) and Kaduna (North, including Abuja) for fast local deployment
- Rapid mobilisation of specialist teams for major losses



NATIONWIDE REACH

Geographic Spread

Our Lagos head office and regional offices in Port Harcourt and Kaduna let us deploy adjusters quickly anywhere in the country. We have carried out inspections in **31 states and the Federal Capital Territory**, with our heaviest activity in Lagos, Ogun, Rivers, Kano, Oyo, Abuja, Kaduna and Edo.



States where we have carried out inspections Our offices Major inspection centres

HEAD OFFICE

Lagos

15, Olaribiro Street, Off Allen Road, Ikeja, Lagos
+234 201 330 6259

EAST REGION

Port Harcourt

Covers the East.
209B Aba Road, Rumuola, Port Harcourt
Contact: Ayo E. Philip

NORTH REGION

Kaduna

Covers the North, including Abuja.
No. 2 Yakowa Express Way, Nakowa Plaza, Janruwa Junction, Chikun LGA, Kaduna
Contact: Musa Danjuma

TRACK RECORD

Relevant Experience

A selection of high-stakes assignments that show the depth of our technical, forensic and sector expertise.



PROPERTY · CIVIL UNREST

Broadcasting facility, END SARS protests (2020)

Catastrophic fire and vandalism at a Lagos broadcasting facility. We documented damage to the studio building, broadcasting equipment and assets, assessed 44.8% of structural members as "poor", and identified salvageable items. **Claim adjusted from ₦2.79bn to ₦1.95bn.**



CYBER LIABILITY · FINANCIAL SERVICES

Mobile banking cyber-attack (2025)

A man-in-the-middle attack on a commercial bank's mobile app let a rogue device bypass device binding and make 136 fraudulent transfers from 26 customer accounts, totalling ₦587.4m. Working with an independent IT forensic specialist and the Police Special Fraud Unit, we mapped the control gaps against ISO/IEC 27001 and the CBN Cybersecurity Framework. After ₦272.1m of recoveries, we applied the policy limit and a 30% penalty for known, unremediated control lapses. **Recommended settlement: ₦120.96m against a ₦587.4m claim.**



FINANCIAL SERVICES · FRAUD

₦336 million fund diversion investigation

An ex-employee exploited system weaknesses to divert funds through unauthorised profit distributions. Through interviews, forensic analysis and work with law enforcement, we identified control lapses and recommended system improvements. **₦58m recovered; claim adjusted to ₦194.7m.**



ENERGY · OIL & GAS

Natural gas flowline explosion

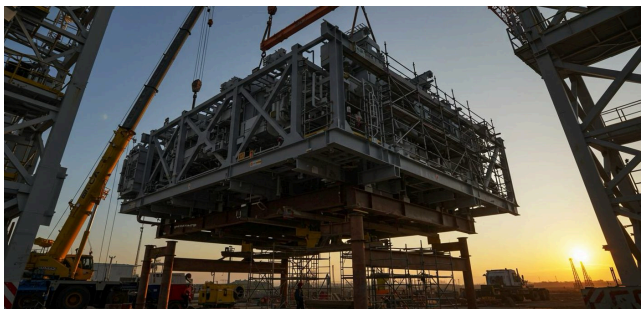
Explosion damage to a flowline at a major energy facility, handled with international and local co-adjusters. We verified physical damage and restoration costs, removed duplicated items and design improvements, and delivered an accurate settlement recommendation despite COVID-19 delays.



AVIATION

Boeing 737-300 ground-handling damage

A ground vehicle struck an aircraft during lavatory servicing at a major Nigerian airport. We coordinated engineering investigations, assessed repair costs against regulatory standards and addressed negligence issues to secure a fair settlement.



ENGINEERING & CONSTRUCTION

Multi-insurer erection all risks claim

A newly imported industrial machine was damaged during installation. With engineering consultants we verified the damage and OEM repair requirements, identified the root cause and applied policy warranties, keeping project delays to a minimum.



TRANSPORTATION

Goods-in-transit theft

42 of 700 bags of sesame seed were stolen from a truck parked overnight on a highway. Using site inspections and police reports, we applied average and excess terms and reached a fair recommendation despite late notification and missing documents.



AGRICULTURE

Flood damage to moringa plantation

Heavy rain and windstorms damaged over 3,000 trees across 2.9 hectares. Using GPS mapping and agronomy experts, we established the extent of loss and salvageable crop, and adjusted for underinsurance and policy excess.

TRUSTED BY

Key Clients

We are appointed by many of Nigeria's leading insurers and work on claims for some of the country's largest organisations.

Insurers

- Custodian & Allied Insurance
- Leadway Assurance
- AXA Mansard Insurance
- Mutual Benefits Assurance
- Noor Takaful Insurance
- Cornerstone Insurance
- Tangerine General Insurance
- AIICO Insurance
- Rex Insurance
- Allianz Nigeria Insurance
- Guinea Insurance
- Unitrust Insurance
- Coronation Insurance
- Staco Insurance
- Consolidated Hallmark Insurance
- Sunu Assurances
- LASACO Assurance
- Prestige Assurance
- Heirs General Insurance
- NSIA Insurance
- Sanlam General Insurance
- Zenith General Insurance
- Sovereign Trust Insurance
- Linkage Assurance

Corporate Insureds

- NNPC
- Dangote Cement
- FCMB
- Sterling Bank
- Guaranty Trust Bank
- Stanbic IBTC Bank
- Ecobank Nigeria
- United Bank for Africa
- MTN Nigeria
- Flour Mills of Nigeria
- Enugu Electricity Distribution Co.
- Mantrac Nigeria
- CHI Limited
- WACOT Limited
- MDS Logistics
- Lagos State Government

International Partners

- Charles Taylor (London)
- Braemar Adjusting

HOW A CLAIM MOVES

Our Claims Process

Every instruction follows the same disciplined path, tracked stage by stage in our claims register.

01 **Instruction received**
Appointment logged in our claims register and acknowledged to the insurer.

02 **Assignment**
Claim allocated to the right adjuster or engineer for the class and location.

03 **Site inspection**
Site visit, interviews and evidence gathering by the assigned adjuster or engineer.

04 **Team-lead brief**
Findings reviewed internally before anything goes to the insurer.

05 **Underwriter brief / preliminary report**
Early view of cause, liability and reserve for the insurer.

06 **Documentation follow-up**
Outstanding documents tracked and chased with automated reminders.

07 **Draft review**
Quality review of the draft report and computations.

08 **Final report**
Final report with adjustment and settlement recommendation.

Expertise When It Matters Most

When you face a significant loss, you need more than a service provider; you need a team of proven experts. Our commitment to integrity, innovation and excellence guides every case: meticulous investigation, fair valuation and sound outcomes.

Let us navigate the complexities, so you can focus on what matters most.

ADDRESS

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Ikeja, Lagos, Nigeria

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+234 906 904 7470

EMAIL

hello@ntloss.com

WEBSITE

www.ntloss.com

REGIONAL OFFICES

Port Harcourt (East): 209B Aba Road, Rumuola, Port Harcourt
Kaduna (North, incl. Abuja): No. 2 Yakowa Express Way, Nakowa Plaza, Janruwa Junction, Chikun LGA, Kaduna