



# Innovative approach, trusted expertise.

**The Omnia Audit Team conducts market leading audit review services on behalf of the Lloyd's and company markets.**

We deliver individually tailored reports which combine our extensive industry experience with a strong focus on compliance and corporate governance. At the heart of our approach is a comprehensive discovery phase which enables the provision of practical, solutions-focused recommendations and outcomes for our clients.



# Our Team

The core Omnia Audit Team has decades of experience in various disciplines within the (re)insurance industry. With expertise across claims management, underwriting, reinsurance, compliance and governance, our service model is defined by knowledge, integrity and technical excellence.

In addition to Australia, the Omnia Audit Team has experience conducting audits in New Zealand, UK, Europe, the Middle East, Asia and USA.



## MANAGING DIRECTOR

Mat Holland

Mat has been in the insurance industry since 1995 and has significant experience in terms of the “hands on” and proactive management of commercial general insurance claims, acting primarily on behalf of the Lloyd’s Market.

Mat brings a wealth of technical expertise to his role as leader of the Omnia team having experience since 1998 in conducting audits of coverholders, reinsurance books and undertaking claims reviews of TPAs in the USA, the UK, Australia and New Zealand.

Mat also has extensive and specialised experience in the management and assessment of Public & Products Liability and Financial Lines claims, in addition to specialty risk sector claims, including medical malpractice, product recall/liability, marine and contingency in various insurance markets globally, including Australia, UK (Lloyd’s and Company Market), USA, Asia and New Zealand.



## DIRECTOR

Bryan James ACII | Chartered Insurer

Bryan’s insurance career began in 1978. He brings an extensive and broad knowledge of the insurance industry to Omnia Audit, from underwriting through to operational management. He developed his underwriting skills working in the London market and has worked with carriers and intermediaries.

He has experience managing portfolios of various classes. Bryan also has an excellent understanding of operational issues and systems management and design.

Bryan’s time working for the Financial Services Authority, where he regulated major wholesale intermediaries, provided him a wealth of experience in auditing and managing large accounts.

He has been influential during periods of transformation and change, including as the Director of Lloyd’s Syndicate for the Equitas transition. Bryan uses his extensive experience to help companies embed good compliance and avoid corporate governance issues.

# Audit review services

Placing the client's individual needs at the center of our process, Omnia focuses on delivering audit review solutions for Lloyd's and Company markets.

## COVERHOLDER AND TPA

A significant part of the business for Omnia Audit is traditional Audit reviews of both Coverholders and Delegated Claims Administrators (DCA's). Omnia Audit reviews are based on the latest Lloyd's audit scope (for both underwriting and claims) unless directed otherwise by the client. Omnia Audit review reports are tailored for each client and each BAA reviewed, recognising that every managing agency has their own specific requirements.

Omnia Audit brings a strong focus on the Corporate Governance and Compliance aspects of reviews with its practical knowledge enabling discovery, but more importantly, they combine this with effective and workable recommendations for improvements.

## PRE-ENGAGEMENT REVIEW

On behalf of Underwriters, whether for Coverholders or DCA's, Omnia Audit will review the business entity and provide an overview on their operation, staffing, underwriting, claims handling, systems, compliance and governance. Our pre-engagement review will outline these specific areas and, if necessary, provide overall recommendations for any improvements or highlight any relevant concerns prior to engagement. Omnia Audit will also use its skill and expertise to ensure that the processes are as close to best practice as applicable for the entity. The Omnia Audit Team will utilise their knowledge to recommend practical working solutions in response to any issues identified.





# Other Omnia services

The following range of ancillary services are also available to our clients.

## **INDEPENDENT EXPERT CLAIMS PEER REVIEWS**

Aside from DCA claims reviews, we have extensive experience in terms of internal claim reviews for and on behalf of (re)insurers, managing agents and brokers.

## **UNDERWRITING EXIT REVIEWS**

When a relationship terminates and the Coverholder will no longer be underwriting on behalf of an insurer, a review is often beneficial to ensure good compliance with the underwriting parameters prior to the cessation of authority and minimises surprises in the future.

## **RESERVING REVIEWS**

Secondary validation of the overall value of a portfolio reserve, usually evidence based via selected file reviews.

## **REINSURANCE REVIEWS**

To check on the suitability of reinsurance purchased for the portfolio written and the accurate and focused management of payments and collections.

## **SYSTEM REVIEWS**

Overview of the suitability of systems for the management of the organisation and effectiveness of the day-to-day use of the existing functionality, leading to an understanding of additional requirements on a needs-based approach.

## Contact us

For further information on Omnia Audit and its full suite of services, get in touch at: [contact@omniaaudit.com](mailto:contact@omniaaudit.com)



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