



OLIVA & ASSOCIATES  
ADJUSTERS AND SURVEYORS

**We are dedicated  
to the needs of  
insurers and  
brokers.**

Baker Tilly Oliva & Associates is a specialist adjuster and surveyor firm, with a national presence in Italy and an international reach, providing expert loss adjusting, surveying and consulting services to the Insurance market.

## Our Mission

To assist the insurance market by solving all issues regarding the assured and by providing our clients with the tools necessary to efficiently reduce costs and improve their products and services.

We comply with and exceed the service standards of major European Insurers and their requirements for claims handling in Italy, which are by them directly verified, providing adjusting and consulting services of the highest quality and the best value.



# Our Story

Oliva & Associates has been operating autonomously since 1990 as a surveying and loss adjusting firm, although our managing director, Mr Nicola Oliva, has had a healthy business relationship with the main English loss adjusting and surveying companies operating in Italy since 1984 (Graham Miller, Brokelhurst).

In 2024, as Baker Tilly Oliva & Associates, we became partner of Baker Tilly Italy which is member of the global network of Baker Tilly International\*.

In over more than 30 years of proved experience, we have developed close relationships with insurers and brokers, enabling us to resolve the sensitive issues which inevitably arise in claims and respond effectively to changing markets and legal frameworks.

Mr Oliva is a senior member of AIPAI - Associazione Italiana Periti Assicurativi Incendio e Rischi Diversi (Italian National Association of Insurance Adjusters), which is part of the FUEDI (European Federation of Loss Adjusting Experts) organisation.

\* Baker Tilly Oliva & Associates S.r.l. trading as Baker Tilly and/or Baker Tilly Insurance is a member of the global network of Baker Tilly International Ltd., the members of which are separate and independent legal entities.



# Our People

Baker Tilly Oliva & Associates employs English-speaking staff, among whom two lawyers and an engineer, forming a principled team of professionals, flexible, effective and reliable.

All our staff are qualified and well experienced.

Our standards are high, indeed meeting those of the London and European Insurers and their requirements for claim handling in Italy and abroad.

We believe that the team work, a continuous knowledge sharing and training of our people is a capital resource in order to better meet needs and requirements of the Insurance market allowing our learning curve to constantly upgrade day by day.

We have a special internal office for the insurance investigations with official correspondents all over the world. Our special investigation office works with any insurance discipline where fraud is an issue and in any other field needed.

Baker Tilly Oliva & Associates is covered by a Professional Liability Insurance.

We place strong  
emphasis on  
**proficiency,**  
**quality,**  
**reliability** and  
**discretion.**



The main activity of Baker Tilly Oliva & Associates is carrying out **pre-risk security surveys** and **loss adjustments** on behalf of various insurance companies, with a particular specialisation in the following areas:

## Our Services

**Special All Risks coverages** in Cash In Transit, Banks, Fine Art, Jewellers' Block, Furs.

**Property All Risk | Business Interruption.**

**Civil Liability** such as P.O. (public administration), E&O, D&O (professional), Medical Malpractice.

**Cargo & Shipments.**

**Advisory services and technical expertise**

Baker Tilly Oliva & Associates also **handles claims** as **TPA** for some of Lloyd's syndicates and Companies. We deal with the entire claim management process, from the opening of the loss to the actual final payment.

Upon request, we can provide our clients – not only Insurance related companies – with **advisory services**, such as **analysis** and **revision of binders**, **losses**, **policy wording**, **audits** of correspondent and supplier companies and **technical expertise**, such as **security audits and review of premises**, **security training** (sworn guards, jewellers' travellers) or **party-appointed expert** in Court-appointed expertise.

**We strive for  
expertise and  
excellence.**



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**Now, for tomorrow**