



# Ajustadores de Aviación

To support the insurance industry in Latin America, we have formed a professional team of engineers, pilots and aviation lawyers with vast experience in aviation to undertake the following activities:

- Surveying and adjusting
- Aircraft accident investigation
- Safety surveys
- Aircraft and fleet valuations
- Salvage sale
- Liability/Personal Accidents
- Subrogation

# Objective

To fulfil the requirements of our clients, we are committed to the most efficient and rapid response to all claims, from notification to the issue of the release, by professional handling and the use of modern communications technology.

Ajustadores  
de  
Aviación

# Service commitment

Our proven ability to finish claims much quicker than our competition is due to the following commitments:

Conduct the initial contacts and surveys in the most professional manner to inspire confidence through our experience in aviation and claims handling.

Use of the most modern communication technology with the Insured and Insurance Markets

Make regular visits by our experienced surveyors to the technical staff of the operators that have multiple yearly claims.

Program regular visits to London and AIA to meet UWs and Brokers to cement personal relationships with the decision makers. The personal phone call has often expedited the finishing of a claim.

Report to the Insurance Markets in their language.

Be available 24-hours, 365 days of the year.

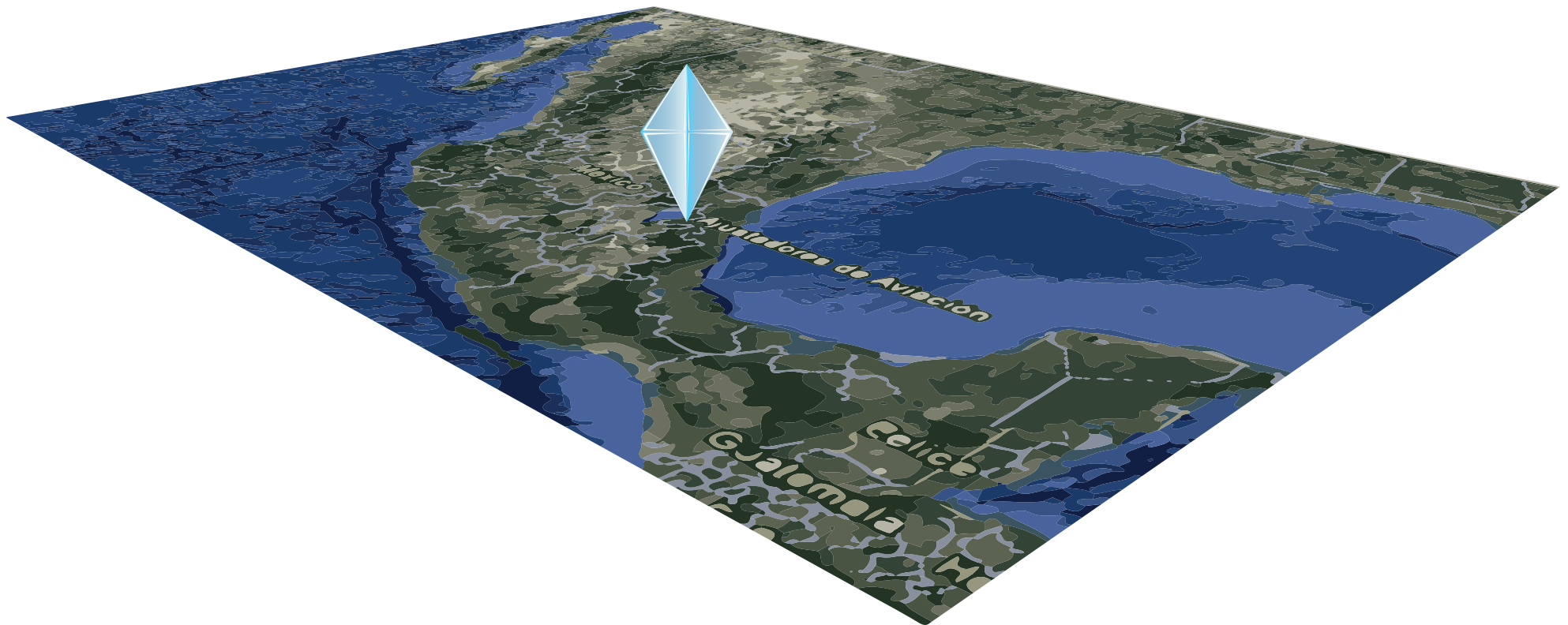
# Professionalism

Our surveyors are aeronautical engineers and/or pilots recruited after years of practical experience in the aviation industry and/or the Armed Forces of their countries. The average experience of our adjusters and surveyors is 37 years in the aviation industry.

The overall supervision of all claims is performed by Ian Foord, who has 48 years experience in aviation, 24 years working as an adjuster with over 2,900 aviation claims handled. Other experienced key members of the team carry out an initial layer of technical and language supervision.

We emphasize, at all times, an excellent presentation, punctuality, practical and efficient methods and procedures, and prompt replies to our client's problems, e-mails and telephone enquiries.

# Team members in Mexico



# Ajustadores de Aviación SC



## Ian Foord – Adjuster, Pachuca

He is an experienced rotary- and fixed-wing pilot, and aeronautical engineer. His Aeronautical Engineering Degree was obtained at Imperial College, University of London (1972). He then went to RAF College Cranwell and became a squadron pilot; he flew jets and helicopters. Leaving the RAF (1980), he moved to Mexico and became the Flight Department Director of the State of Hidalgo. During this employment, in 1991, he was invited to represent GAB Robins Aviation in Mexico as a part-time surveyor; he eventually became a full-time adjuster in 1996, founding Ian Foord y Asociados S.C. and Ajustadores de Aviación S.C.

He has handled over 2,900 general aviation, airline and liability claims, throughout the Americas since 1991. He is fluent in English and Spanish.

# Ajustadores de Aviación SC



## Carlos Arenas – Surveyor, Mexico City

His Aeronautical Engineering Degree was obtained at the Instituto Politecnico Nacional, Mexico City (1977).

During his 38 years in the aviation industry, he has worked as Maintenance Director at both Bell Service Centers in Mexico and a RR Allison engine shop. He was a DGAC Inspector for 11 years.

He has worked with Ajustadores de Aviación since 2006, handling airline and general aviation claims. Bilingual Spanish and English.

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## Francisco Ortega – Surveyor, Monterrey

His Aeronautical Engineering Degree was obtained at the Instituto Politecnico Nacional, Mexico City (1975).

During his 40 years in the aviation industry, he has extensive experience in the maintenance and repair of helicopters and feeder aircraft. From 1989 to 1994, he was Operations Director of Aerolitoral. He has also been Maintenance Director of 2 of the major offshore helicopter fleets, a Bell Service Centre and a small engine overhaul facility. He has worked with Ajustadores de Aviación since 2008, handling airline and general aviation claims. Fluent in Spanish and English.



# Ajustadores de Aviación SC



## James Foord – Claims Coordinator, Pachuca

He went to school in Mexico, England and France. He has an Industrial Engineering Degree from the Tecnológico de Monterrey (ITESM).

Before joining Ajustadores de Aviación in 2007 as Claims Coordinator, James worked in the automotive and heavy transport industry for five years. He finishes all hull claims after taking the release and also supervises the handling of liability claims.

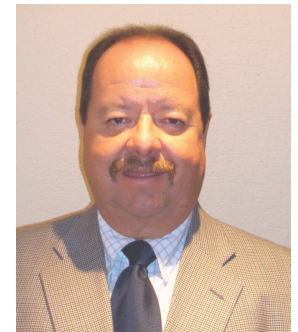
He is experienced in project management and trained in negotiation, purchasing and logistics. He is fluent in English, Spanish and French.

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## José Luis Candiani – Surveyor, Mexico City

He is a licensed pilot who has been working since 2008 with Ajustadores de Aviación as an aviation surveyor after having been involved in the aviation industry for over 39 years.

He is an expert in aircraft accident prevention and investigation. For 20 years before joining our team, he was the Flight Safety Manager of the PGR, the biggest fleet in Latin America, and he was the accident investigator and aviation expert for the Federal Public Prosecutor. He has handled general aviation and liability claims.



# Ajustadores de Aviación SC



## Pablo Bañuelos Márquez- Surveyor, Mexico City

He is a retired Brigadier General and Pilot of the Mexican Air Force. He has logged 8,200 flight hours on Stearman, Beechcraft, Arava, Merlin, Sabreliner, Gulfstream III, DC-3, B-727, B-737 and B-757 aircraft.

He flew with the Presidential Fleet from 1979 to 2012, and was Commander of the Fleet from 2007 to 2012.

He joined Ajustadores de Aviación in 2013; he is fluent in Spanish and English.

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## Julio García – Information Technology Manager, Pa-

He has a degree in Cybernetics and Computing Systems from the Universidad La Salle of Pachuca.

He joined Ajustadores de Aviación in November 2009 as IT Manager. He worked previously as a robotics teacher, web designer and web page and data base quality control tester.

In addition to his responsibilities managing and maintaining communication and computing systems, he has assisted with the adjustment of liability claims and issue of reports for local and international market. He is fluent in Spanish and English.



# Ajustadores de Aviación SC



## Armando Gutierrez – Accounting, Pachuca

He has a degree in accounting from the Universidad Autónoma de Guerrero (1992).

He joined Ajustadores de Aviación in July 2014. He worked previously as accountant, financial analyst, director of finances and general manager at national and Mexican branches of international companies .

He is in charge of payment to suppliers, billing and accounting. Bilingual Spanish and English.

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## Yolanda Godínez – Legal Assistant, Pachuca

She has a degree in Law and Jurisprudence from the Universidad Autónoma del Estado de Hidalgo.

She joined Ajustadores de Aviación in November 2012. She previously worked in the Supreme Court of the State of Hidalgo.

She handles the liability and personal accidents issues. She is bilingual Spanish and English.



# Ajustadores de Aviación SC

## Manuel García Pimentel – Lawyer, Mexico City

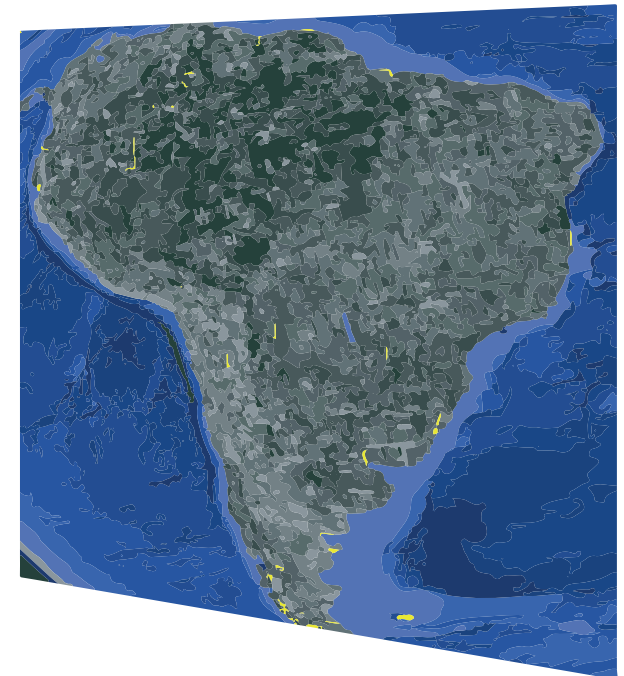
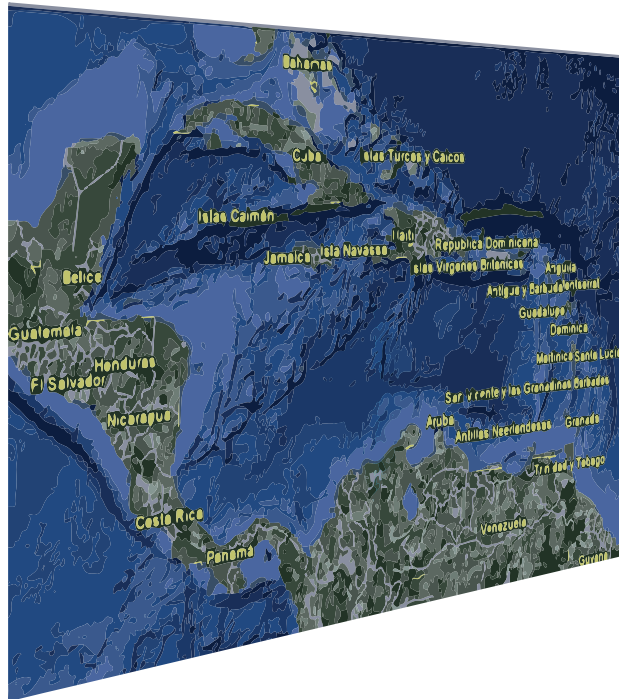
We have a mutual collaboration agreement with Mr. Manuel García Pimentel & Associates, who are specialists in aviation law.

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## Medical Auditors

If necessary we have agreements with various medical specialists who assist us in the evaluation of patients.

# Team members in Central and South America



# Ajustadores de Aviación SA



## Cesar Sebastiani – Surveyor, Peru

He is a retired Lieutenant General of the Peruvian Air Force. He retired after 38 years of service with 6,900 hours flying helicopters.

He also has 2 university degrees in management and administration. He started as a surveyor with Ajustadores de Aviación on 2010.

He is fluent in Spanish, English and Portuguese.

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## Julian Palacin – Lawyer, Peru

He studied Law at the Universidad Nacional del Litoral Santa Fe, Argentina. and Universidad Nacional Mayor San Marcos, Peru.

During his career he has worked as a university lecturer on civil, penal, maritime and air law. He has written 6 books on International Air Law, that serve as the post-graduate text books for international air law studies in Latin America. He has been legal consultant for various aviation companies and government agencies. He was President of the Corporación of Peruvian Airports (CORPAC), and is currently President of the Instituto Peruano de Derecho Aereo. He has been a consultant on aviation policy for the Ministries of Transport and Foreign Affairs, and consultant for the United Nations and the Inter-american Development Bank.



# Ajustadores de Aviación SA



## Julian Palacin Gutierrez, Lawyer, Peru.

He studied Law at the University of San Juan Bautista in Lima, Peru, specializing in aviation law and aviation accident investigation.

He is member of the Aviation Law committee of the Lima Bar and member of the Peruvian Air Law Institute.

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## Dr Carlos Castillo – Medical Auditor, Peru

He is a surgeon specializing in traumatology. He studied at the University of San Martin de Porres in Lima. He also did post-graduate studies at the University Ricardo Palma to become a medical auditor.

He previously worked as a surgeon in the National Police Hospital, 323 Infantry Battalion of the Army and in the Peruvian Navy. He works currently as a surgeon and traumatologist at the Hospital of Paediatric Emergencies, and is the medical auditor for La Positiva Insurance Company

He has been assisting Ajustadores de Aviación as the medical auditor since 2007.



# Ajustadores de Aviación SC



## Alex Rojas Bozovich - Adjuster, Peru

Helicopter instructor pilot trained by the Peruvian Air Force (FAP) and has an Engineering Degree from the Universidad Científica del Sur.

During his service, he flew 3270 hours, mainly in Bell 212, 412 & Mi17. In the FAP, he was in charge, at different times, of the helicopter Group operations, tactics, commercialization and insurance departments. He speaks English and Spanish

# Ajustadores de Aviación SAS



## Jaime Gaona – Surveyor, Colombia

He retired as Lieutenant Colonel from the Colombian Air force after 28 years of service. He studied Architecture at La Salle Colombia University and has post-graduate studies in Business Management. He has worked as the insurance consultant for commercial companies and many contacts in military and commercial aviation in Colombia. He recently joined Ajustadores de Aviación as surveyor.

# Independent Adjusters



## Marcelo Cedeño – Surveyor, Ecuador

He is a Mining Engineer with specialty in security from the Universidad Técnica of Chile and Industrial Engineer from the Escuela Politécnica Nacional of Quito, Ecuador.

He worked as Industrial Security Director and Insurance Advisor for the Corporación Estatal Petrolera Ecuatoriana and later as insurance broker.

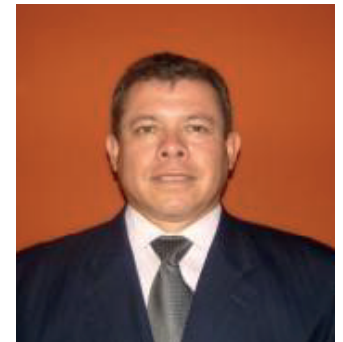
Since 1997 he is CEO of Interclaims, which specializes in aviation and transport claims.

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## Francisco García – Surveyor, Guatemala

He finished his studies as a private pilot at the Centro de Formacion Aeronáutica in 1982, Guatemala.

During his 31 years in the aviation industry he worked for Guatemalan DGAC as Airport Manager, Director of Technical training, Operations Manager, Chief and Supervisor of the aeronautical information services, and Air Operations Manager, and Director of Quality Control and Certification for Maya Island Air.



# Independent Adjusters



## Juan Carlos Alvarez – Surveyor, Venezuela

He studied mechanical engineering at the University Central de Venezuela and law at the University Santa Maria. He is a private pilot. Up to 1986 he worked in several insurance companies and post-86, he formed his own firm C.A. Venezolana de Ajustes (later Cave Ajustes).

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## Jorge Rios – Surveyor, Chile

Jorge graduated as an Aeronautical Engineer from Academia Politécnico Aeronáutico in 1952. He worked with Lanchile from 1954 to 1975. Subsequently, he has been self-employed as an aviation consultant and, from 2000 to date, as an insurance surveyor. He has been involved in more than 300 aviation claims. He speaks Spanish and English



# Independent Adjusters



## Alejandro Oms – Surveyor, Argentina

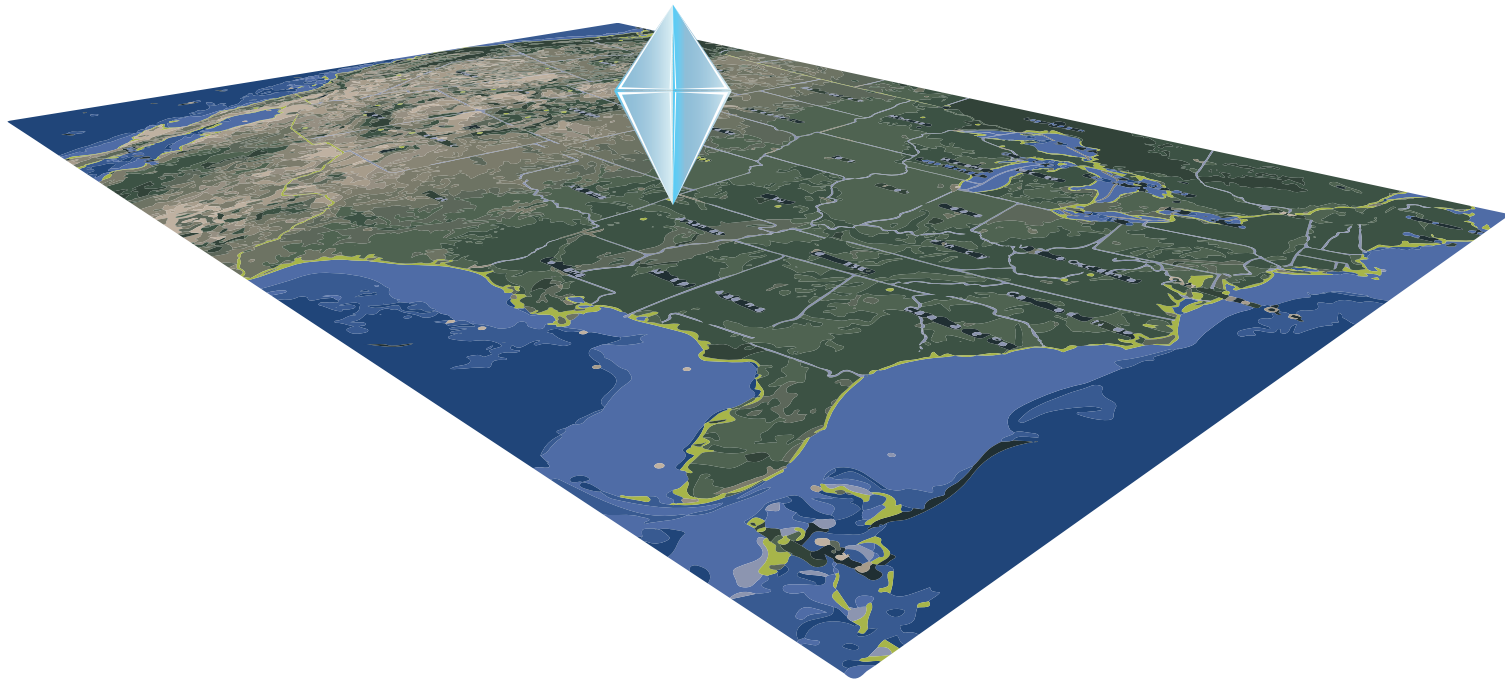
He is an Aeronautical Engineer graduated from the Instituto Tecnológico de Buenos Aires and ex-Officer of the Argentinian Navy. During his time in the Navy, he was in charge of aircraft maintenance, naval air operations and logistics. Following his retirement, he worked on the design of the Nova 21 prototype single piston aircraft; as a manager of maintenance, engineering and quality control; participated in 150 claims as Airclaims agent in Argentina; Senior Underwriter for Chubb Argentina; and then as an aviation consultant for mining and oil companies throughout South America. He speaks English and Spanish fluently.

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## SPAR – associate company in Brazil

Any work in Brazil is served on our behalf by SPAR , who have 17 offices throughout Brazil and a team of aviation specialists.

# **Equipo de Trabajo en Estados Unidos**



# Aviation Adjusters Inc.



## Brian Bennett - Surveyor, US

He is an aeronautical engineer from Arizona State University, a fixed-wing pilot with over 1,500 flight hours, a licensed airframe and power plant mechanic and he holds a Texas adjuster's licence, which is recognized in 30 States.

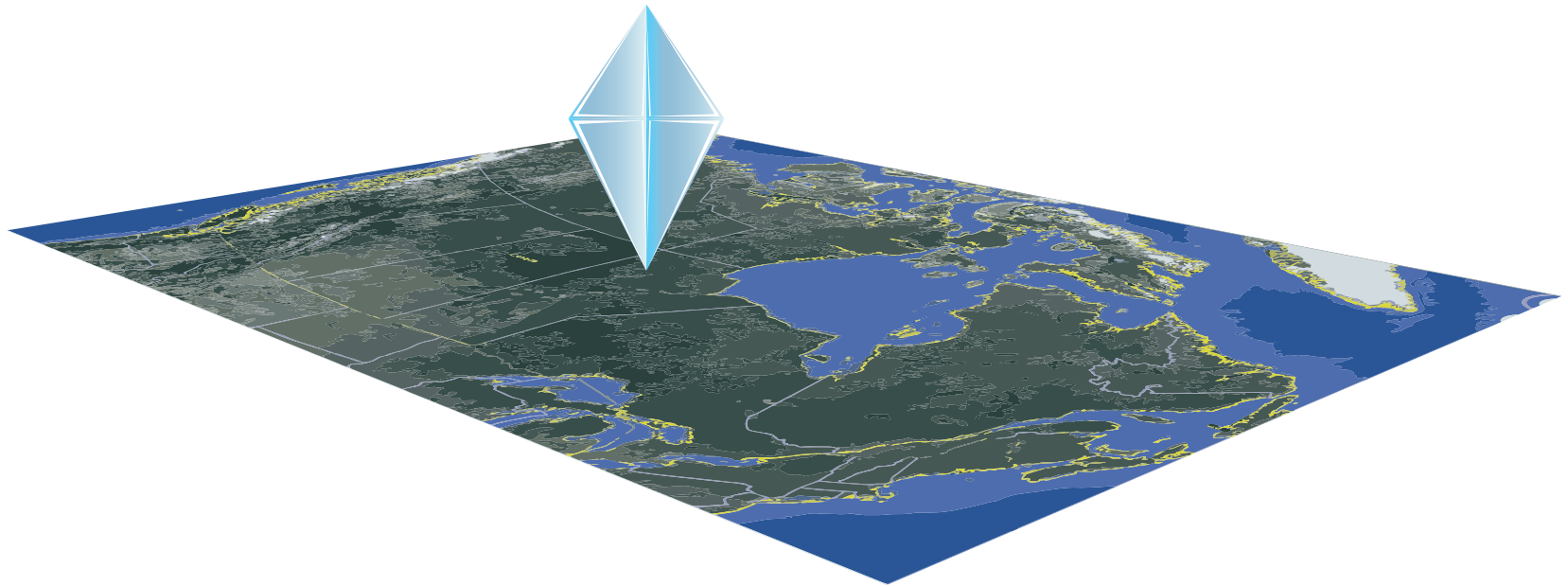
During his 41 years in the aviation industry, he served in the US Army as a UH1 helicopter crew chief for 5 years. After discharge, he went to work for Allied Signal (now Honeywell) as a quality assurance engineer and manager, and subsequently a technical support representative. He later initiated and managed a Part 145 engine repair facility for National Flight Services. Finally, he owned a Part 135 Cargo operation, Vent Airlines Inc. He recently incorporated Aviation Adjusters based in San Antonio, Texas. He speaks English and Spanish. He attends engine and hull surveys, for the whole group, in the US.



## Brian Hogan - Adjuster, US

Brian Hogan holds a BA from New York University and a MBA from DePaul University, and a graduate of the University of Southern California Safety and Accident School. Mr. Hogan has more than 35 years' experience in airline, general aviation and products liability claims, and accident investigations. In the last few years, as Aviation Claims Manager for Allianz Global Corporate and Specialty, Mr. Hogan focused on airline hull losses, airline liability, remediation incidents and corporate aviation safety protocols. He has also used his engineering expertise to provide safety surveys for Allianz clients. He is an active pilot for more than 35 years and holds an FAA Mechanic's Airframe and Propulsion Licence. Mr. Hogan is active in the Experimental Aircraft Association and a past President of the Phi Chapter of Alpha Eta Rho, the International Aviation Fraternity; and is an active member of the International Society of Air Safety Investigators (ISASI).

# Team members in Canada



# Independent Surveyor - AMC Consulting



## Philippe J. Antosh- Surveyor, Canada

He is an Aircraft Maintenance Engineer from Canadore College (1982). He has been a sales and marketing executive, with 30+ years domestic and international experience in the aerospace industry, including helicopter sales, operations, major component/engine repair and overhaul and fleet valuations.

He has worked with Lakeland Helicopters (1982 to 1986), Ranger Helicopters (Director of Maintenance 86 – 92), Canadian Helicopters Corporation (Fleet Manager 90 – 93), and Acro Aerospace (VP Sales and Marketing 1993 – 2002). In 2002, he founded his own Company, AMC Aerospace Consultants. He speaks English and Spanish. He will attend engine and hull surveys, for the whole group, in Canada.

# Ajustadores de Aviación

## Contacts

Main office (Mexico)

52-7717182608 (of)

52-5512097418 (of)

44-2033556328 (of)

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521-7717020016 (Celular)

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