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## Insurance Specialist and Claims Consultant

*40 years of client and market inter-action, placement, claims, technical advice and training.*

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An established dual qualified market professional with 40+ years of experience. Extensive technical expertise utilised to resolve technical issues and complex claims, whilst managing client and market expectations. With knowledge gained from broking, underwriting and claims perspectives utilised in a diversity of roles including the design and placement of global and national insurance programmes and the writing of bespoke wordings. An industry recognised Claims Consultant on major and complex global losses, with a particular focus on property and business interruption. Knowledge base is cross class and includes national and multinational companies, captives, insurance and reinsurance. The knowledge gained is imparted to others by training and mentoring insurance industry personnel. Co-author of numerous leading insurance text books, including Riley on Business Interruption 9th and 10th and 11th editions and The Basic Business Interruption Book published by CILA as well as numerous articles. An expert witness and frequent public speaker.

## Career Experience

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### **Sue Taylor Limited - Director (2020 to Present)**

- Insurance and Claims Consultant
- Commercial Insurance Trainer and mentor
- Expert Witness

### **Miller Insurance Services LLP - Technical and Complex Claims Consultant (2009 to 2021)**

- Technical and wordings consultant client facing in relation to major global and national accounts providing innovative solutions and wording designs to complex issues.
- Chair of Miller Technical Group - setting strategy across Miller and providing technical training firmwide as well as a focal point for technical questions.
- Market recognised Claims Consultant, cross class with particular emphasis on property and business interruption including cyber interruption.
- Creator of Miller Claims Academy, authoring all supporting material.
- Public speaking on a variety of topics e.g. AIRMIC, Marketforce, CILA, MDD
- Founding member of Inclusion@Miller and former Secretary of Group

### **Dawnay Day Insurance Services - Projects Director (2006 to 2009)**

- Managing a team as well as an Account Director on UK and Global accounts
- Responsible for technical training across all classes of insurance
- Accountable for finding innovative solutions to protect balance sheets and assets e.g. use of Title insurance in Eastern Europe to create investor confidence, writing first market Global Property Owners wording
- Working with M & A investment team offering due diligence

### **AON Ltd - Director of Broking South (1987 to 2006)**

- Accountable for broking across the 11 offices of Aon South Division
- Managing key relationships with insurers from main board level down

- Sitting on National Broking Executive
- National Leader for Corporate Division Food and Drink and Plastic Industry Initiatives
- Speaking at internal and external seminars and conferences and giving interviews to the press
- Designing and delivering technical courses nationwide
- Corporate Division Change Management Leader

**CCS Insurance Services -Associate Partner (1983 to 1987)**

- Managed Commercial Department

**Comercial Union -Senior Clerk (1980 to 1983)**

- Completed 18 month Graduate Training Scheme at Central London Branch
- Senior Clerk positions in Commercial Trade and City Broker Divisions

## Education & Credentials

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**Professional Qualifications and Memberships**

**ACII** - Associate of Chartered Insurance Institute

Chartered Insurance Broker

Member of Chartered Insurance Institute

**Adv.Dip.CILA** - Advanced Diploma Chartered Institute of Loss Adjusters

Member of Chartered Institute of Loss Adjusters

Cardiff University Bond Solon Expert Witness Certificate

NVQ Facilitation Skills

**Relevant Expert Witness Courses**

**Bond Solon**

- Report Writing
- Court Room Skills
- Cross Examination
- Civil Law and Procedure

**Publications**

*Books:*

**The Basic Business Interruption Book** Published by CILA - co- author

**Riley on Business Interruption** 11th edition Damian Glynn and Toby Rogers - major contributor

**Riley on Business Interruption** 10th edition Harry Roberts - major contributor

**Riley on Business Interruption** 9th edition Harry Roberts- contributor

*Recent Articles:*

**Insurance Day** 28th April 2021 “Inconsistent approach from carriers to BI claims is a major issue for market”

**Insurance Day** 5th May 2021 ”Reinsurers under pressure to challenge how BI claims are paid in primary market”

**Public Speaking**

Chartered Institute of Loss Adjusters 2021 Conference - Chair of debate on “Resolving BI claims after the FCA Test case”