



INSIGHT CONSENSUS INFLUENCE

# LMA CLAIMS TEAM

# LMA CLAIMS PHILOSOPHY

## IMPACT AND INFLUENCE

Our expertise and market knowledge allows us to represent the needs of our members, engaging with and influencing stakeholders to ensure that members' needs and business objectives are central to the outcome of market initiatives.

## DELIVER A VALUE-ADDED SERVICE

Our team has a passion and vision for claims, and we work hard to identify how we can assist with the delivery of a leading claims service for the market.

## LMA CLAIMS PHILOSOPHY

We support and communicate with, and on behalf of, our members in an open, responsive way. We are able to anticipate our members' needs; keep them abreast of developments likely to impact their businesses; and advocate on their behalf wherever necessary.

## COLLABORATIVE RELATIONSHIPS

The team has a solid understanding of claims, both technically and operationally. We have prior experience of broking, adjusting, delegated, and change management. We use this knowledge to provide valuable insights and support to our members.

## UNDERSTANDING CLAIMS AND THE MARKET

# OUR CORE WORK

The LMA claims team is responsible for ensuring that the interests of the Lloyd's managing agents are effectively represented in order to influence the Corporation, external groups and government agencies.

We aim to empower managing agents to maximise their own brands, and one of the many ways we do this is by assisting the market to uphold the strength of the Lloyd's brand.

We provide day-to-day support to overcome challenges experienced within all classes of business. This allows us to influence, support, and deliver the market's claims strategy, which is driven forward by the LMA Claims Committee. The team also leads and supports a number of strategic market projects and initiatives to enhance and modernise the market's claims offering.

Some of the areas that our work touches on are below:

## TECHNICAL

- Facilitating market committees to represent specific business lines and operational areas, with the aim of sharing best practices, identifying trends, and tackling common concerns
- Initiating positive change to claims management and agreement practices either at a business line or market level
- Anticipating and addressing issues arising from changes in business practice (Lloyd's) requirements, market processes or regulation
- Supporting CAT response and the related co-ordination of the market and third parties

## MODERNISATION

- Driving and influencing the innovation of claims, by leading consultations and developing solutions that align to the market's claims priorities
- Co-ordinating market requirements, engaging vendors and managing the development and delivery process of technologies and shared services
- Delivering training and resources to support the implementation of Lloyd's initiatives

## TALENT & DEVELOPMENT

- Organising educational events to support the claims community, including targeted young professionals events
- Assisting the market in identifying and defining potential claims career paths, and providing resources specific to the development needs and challenges of the claims community
- Examining the impact of modernization and innovation on the claims landscape, to shape the support required to help prepare professionals for the 'future of claims'

# VIEWS FROM THE MARKET

*“At a time where the market is undergoing more change than before, the LMA claims team has been instrumental in driving and supporting changes, behaviours and efficiencies whilst continuously supporting the underlining processes. A number of initiatives and services have been delivered within the Lloyd’s market – each one being a success, which is in no small part down to the support we have had from the LMA claims team.”*

*“I like the lobbying role. When overburdened with regulation it’s good to have someone with the credibility to say ‘let’s be sensible’. The LMA has a good way of coordinating managing agents to find a solution to problems, be they regulatory, reporting, or whatever.”*

*“They are our eyes and ears.”*

*“The LMA gives us the forum where we bring different managing agencies of different sizes, complexities, and classes together to try to find a uniform approach.”*

## LMA CLAIMS TEAM

The LMA provides a claims team of ‘trusted advisors’ that speak your language, represent your interests and deliver a valuable service to the claims community at Lloyd’s. Areas of expertise and contact details for the LMA claims team can be found below:



### **Lee Elliston, Claims Director**

Areas of expertise: technical claims, delegated business, broking, operational management and change & project management  
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### **Tom Hamill, Claims and Delegated Authority Operations Manager**

Areas of expertise: claims, delegated business and project management  
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### **Tim Bowling, Senior Executive**

Areas of expertise: Managing General Agents (MGAs), Third Party Administrators (TPAs), operational management and technical claims  
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### **Shanaz Ferreira-Cooper**

Areas of expertise: technical claims and operational analyst  
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### **James Wilson, Senior Executive**

Areas of expertise: technical claims, (re)insurance, CAT response and broking  
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### **Esther Williams, Technical Executive**

Areas of expertise: technical claims, delegated business and innovation  
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### **Carly O’Connor, Executive Secretary**

Areas of expertise: claim events and LMA LIIBA U35s Claims Group  
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