



Allianz Global Corporate & Specialty

Claims Services Global Practice Groups



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Allianz Global Corporate & Specialty **at a glance**

Global clients need global responses. That's why we set up Allianz Global Corporate & Specialty (AGCS) in 2006 – to serve the needs of business clients with international activities or specialist risk exposures. Back then, our vision was as clear as it is today.

In practice, we aim to be recognized by our target customers as the best in our business – the benchmark insurer that sets the standard in our markets. This is how we deliver that:

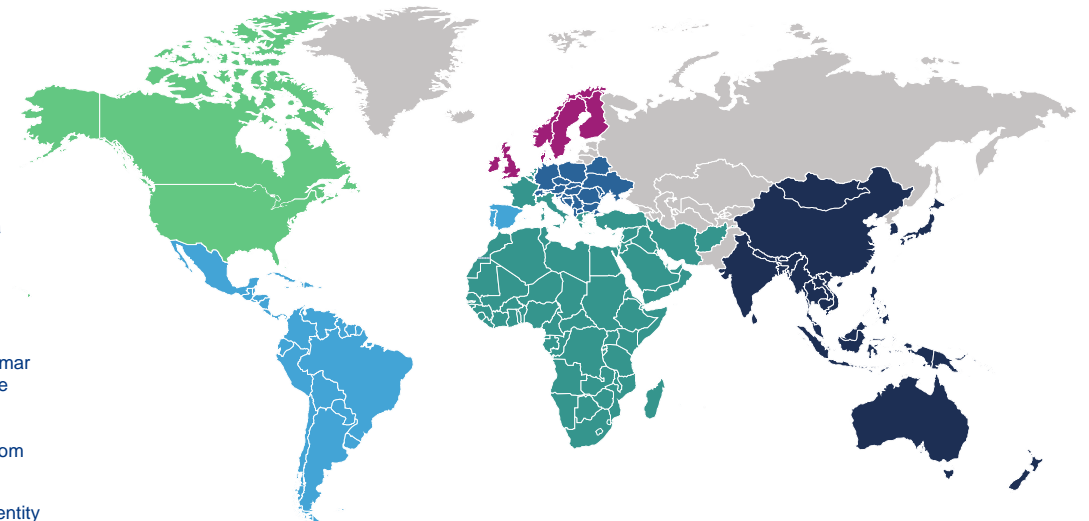
Truly global

- One global team of dedicated specialists
- Around 4,200 employees of some 84 nationalities
- Local experts supported by global resources
- Extensive multi-national experience, supporting clients in new markets worldwide
- One global carrier and culture with consistent processes and standards

The strongest network

- AGCS has a presence in more than 30 key countries
- Allianz's own offices in over 70 countries
- A combined Allianz and partner network in more than 200 countries and territories
- Specialists in global programs: 2,800+ lead programs
- Rapid response capability for urgent and catastrophic claims worldwide

A genuine global presence covering more than 200 countries and territories



AGCS presence in

- Argentina* • Australia* • Austria
- Belgium • Brazil • Canada
- China*/Hong Kong • Colombia*
- Denmark • Finland • France
- Germany • India • Indonesia*
- Ireland* • Italy • Japan
- Liechtenstein • Mexico* • Myanmar
- Norway* • Portugal* • Singapore
- South Africa • South Korea
- Spain • Sweden • Switzerland
- The Netherlands • United Kingdom
- United States

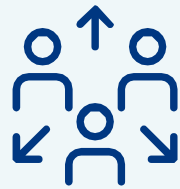
* in cooperation with local Allianz entity

AGCS Claims at a glance

Insurance is truly a people business.

Our claims team is acting at the forefront of AGCS to ensure timely communication, transparency, outstanding service delivery and swift resolution.

16 Claims Global Practice Groups with the top experts from our global organisation ensure the settlement of large complex claims, e.g. for cyber, business interruption or class actions.



600+ experts
in worldwide locations –
focusing exclusively on
industrial, corporate and
specialty claims



10+ years
average claims
adjusting experience
of our handlers



128,000+
claims handled per year



€4bn+
average annual
claims payments

AGCS Claims is Organised in 2 Dimensions

AGCS strikes the balance between local expertise and global knowledge. With Regional Heads of Claims able to answer any geography-specific query and Technical Claims experts, offering an adept understanding of unique requirements, we're always able to provide you with comprehensive support.



Regional Claims

Our Regional Heads of Claims will be your first points of contact within the defined regions and corresponding countries.

The regional claims teams are complemented by our global experts that support in the background.



Key Case Management Global Practice Groups

Our Technical Claims team is structured into **Global Practice Groups (GPGs)** to ensure all claims >€1 million are handled in the best possible way by the best suited individuals.

To ensure technical excellence, the group is divided into 16 different claims practice units led by distinguished, long-standing experts with extensive know-how and experience in each specific field. The GPGs consist of over 65 Members and combines the best people regionally and globally in the most effective manner to deliver optimal outcomes for our customers. Our GPGs mostly work internally, but from time to time will step in.

Regional Claims



Rainer Bartzsch
Regional Head of Claims
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Rainer Bartzsch started his career with Allianz 1985 and has over 30 years of claims experience. After many years working as a Claims Handler in Liability, Property and Engineering, Rainer joined the Field Adjuster Team and accompanied our clients in many losses on a worldwide basis. His focus has been set on Large and Business Interruption Losses. Since 2014 Rainer took over a Claims Management position with Marine and in 2016 he took over the position as Regional Head of Claims CEE. Since 4 years he is also responsible for the Entertainment Claims within CEE. Rainer has an extensive network within den Allianz Group also due to several stays in various offices in countries all over the world.



Frank Sapio
Regional Head of Claims
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Frank Sapio has over 30 years of claims experience and is the Regional Head of Claims in North America. Frank graduated with honors from Embry Riddle Aeronautical University with a B.S. in Professional Aeronautics and has a Master's Degree in Organizational Management from the University of Phoenix. He has over 26 years of claim management experience and has handled nearly every line of business including Liability, Property, Marine and Financial Lines.

Additionally, Frank spent several years in underwriting as the V.P. Product Management, Casualty overseeing \$530M GPW book of business. He started his insurance career with SAFECO and has worked for American States and Zurich before joining the Allianz Group in 2003.



Volker Ziegs
Regional Head of Claims
Asia Pacific
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Volker has his Legal Training in Germany and the US (Bonn University and College of Law The Ohio State University) and is a qualified lawyer in Germany. He has 20 years of experience with Allianz working in international and complex claims in the corporate area. Since July 2013 Volker is based in Singapore first as the Regional Head of Claims for Long Tail Lines Asia Pacific being responsible for Liability, Financial Lines and Aviation claims for the entire Region.

Since July 2020 he is in his current role as the Head of Claims for Asia Pacific. Before joining the Singapore office he was responsible for Liability claims in Head Office in Munich handling complex Product Liability, Recall, Environmental Liability and PharmChem matters around the world with special emphasize on US matters. He has worked on losses in Europe, US and Asia.



Sébastien Saillard
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Sébastien has over 28 years of claims experience, and over 25 years' management experience as Head of Aviation Claims.

Since 2013, he is Regional Head of Claims for the Mediterranean & Africa Region (France, Italy, Belgium, The Netherlands and South Africa) for all Lines of Business.

He holds a post graduate degree from Paris law school, an LLM in Air & Space Law from McGill University Montreal, a Management & Business degree from Essec in Paris, and a private pilot license.

He started his career with Clifford Chance law firm in Paris before joining AGCS predecessors in 1993 (Assurance France Aviation, and Allianz Marine & Aviation). He has since handled complex international aviation claims as lead of a major European aircraft manufacturer.



Rogerio Lopes
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Rogerio Lopes has over 23 years experience working in international and complex claims handling property, liability, F & Lines, Engineering, commercial & corporate claims and is the Regional Head of Claims Ibero Latam.

Rogerio is lawyer, graduated from University of Law SBC/Brazil, Master's Degree in Finance from IBMEC and Master's degree in New Technologies, Digital Transformation & Agile model from FIA/Brazil (on going). He started his insurance career with Allianz Seguros and has worked for Zurich and Generali before joining the Allianz Global Corporate in 2016.

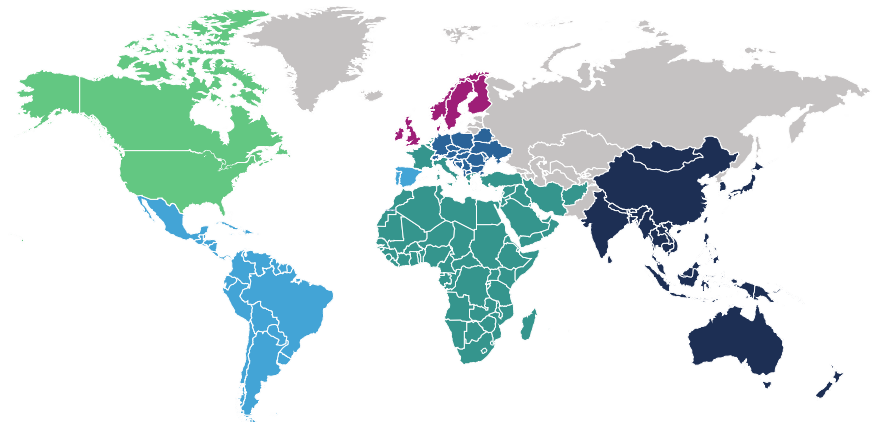


Tom Major
Regional Head of Claims
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Tom has been with AGCS since 2012 and has worked across a number of different functions and Lines of Business. In his previous role he led the Property, Entertainment, Energy & Construction Claims team in London.

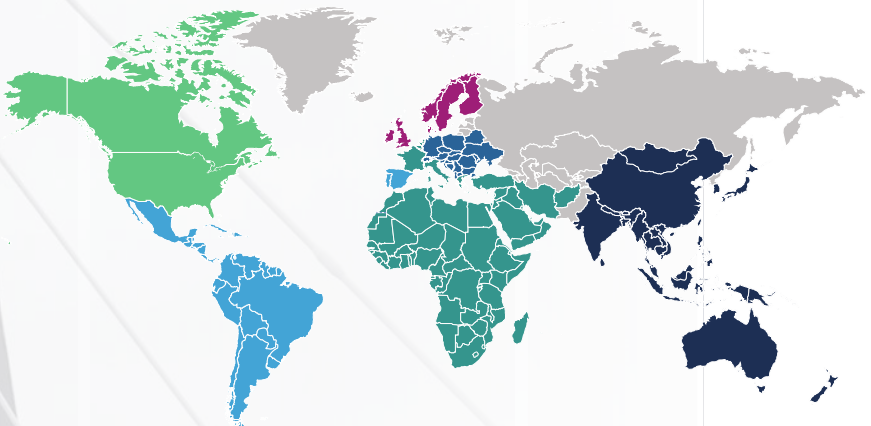
Before moving into Claims Tom was a Senior Construction Underwriter and Regional Practice Group Leader for Heavy Civils and Construction.

Prior to working in insurance, Tom was an officer in the British Army for six years and has a degree in Civil Engineering from Newcastle University.



AGCS Claims Regional Heads of Claims & Line of Business Leaders

Regional Unit Central & Eastern Europe	Regional Unit North America	Regional Unit Asia Pacific	Regional Unit Mediterranean & Africa	Regional Unit Ibero/Latam	Regional Unit London & Nordics
Rainer Bartzsch	Frank Sapio	Volker Ziegs	Sebastien Saillard	Rogério Lopes	Tom Major
<p><u>Roman Felten</u> Liability Financial Lines</p> <p><u>Till Kuerschner</u> Aviation</p> <p><u>Rainer Bartzsch</u> Marine Entertainment</p> <p><u>Holger Geier</u> Property Energy & Construction</p>	<p><u>James Turano</u> Auto, Liability, Workers' Compensation – <u>Matt Sayre</u> Financial Lines, Liability – <u>Christopher Vlasich</u> Aviation – <u>John Nowicki</u></p> <p><u>Steven Kennedy</u> Marine – <u>Florian Krampitz</u> Property, Energy & Construction – <u>Stephen Cersine</u>, Entertainment – <u>Teri Hernandez</u> Mid-Corp: Property – <u>Sam Bullock</u>, Mid-Corp: Entertainment and Property <u>Steve Messmer</u></p>	<p><u>Simon Ng</u> Liability</p> <p><u>Fiona Tom</u> Financial Lines</p> <p><u>Damien Pang</u> Marine Property Energy & Construction Entertainment</p>	<p><u>Coralie Lision</u> Liability Financial Lines</p> <p><u>Valerie Bourgeois</u> Aviation</p> <p><u>Tiphaine Paquin</u> Marine</p> <p><u>Benedicte Cochet</u> Property Energy & Construction Entertainment</p>	<p><u>Brazil</u> <u>Giuliana Oliveira</u> Liability Financial Lines Aviation</p> <p><u>Gabriela Rosa</u> Marine Property Energy & Construction Entertainment</p> <p><u>Spain</u> <u>Marian Vasco</u> Liability</p> <p><u>Marian de Diego</u> Financial Lines</p> <p><u>Enrique Martinez</u> Property Energy & Construction</p>	<p><u>Kieran Goodman</u> Liability</p> <p><u>Matthew Lamplugh</u> Financial Lines</p> <p><u>David Woodcock</u> Aviation</p> <p><u>Kevin Whelan</u> Marine</p> <p><u>Mitch Bennett</u> Property Energy & Construction Entertainment</p>



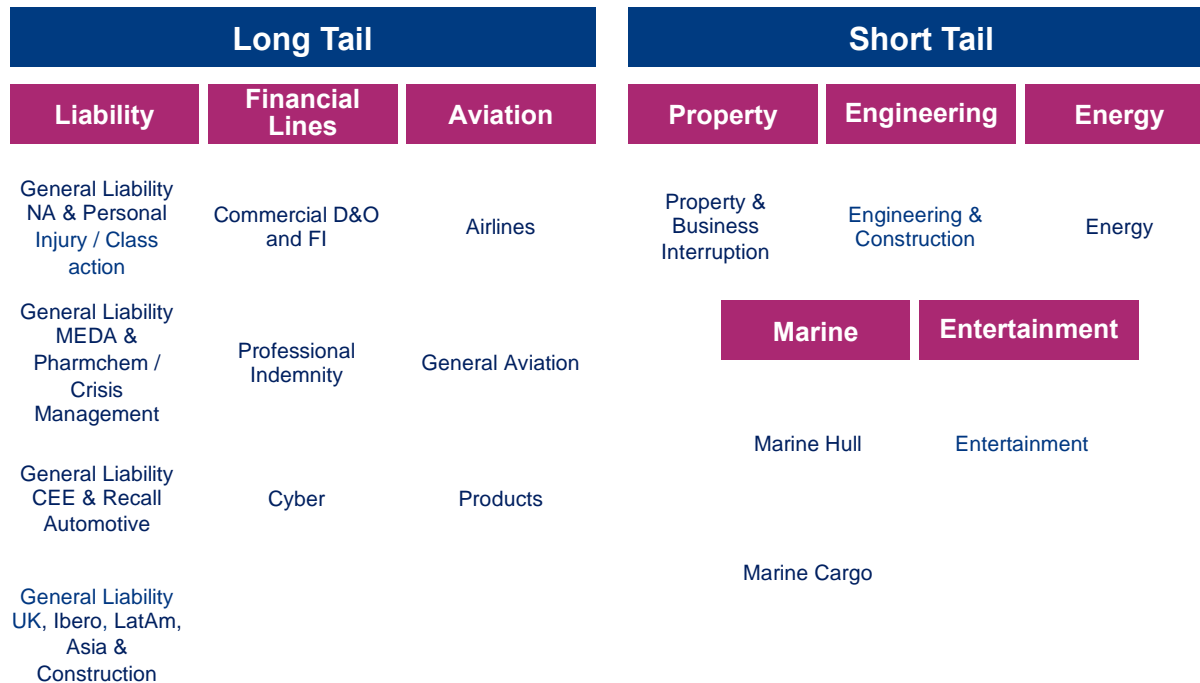
The Global Practice Group (GPG) concept



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Discover the depth of expertise and service capabilities AGCS can use to enhance your claim in this GPG overview.

Technical Excellence

Beyond our set of 16 dedicated practice units, new GPGs combining expertise across various lines of business can be established in order to address relevant market developments and/or portfolios. In case a claim requires cross-GPG collaboration, we can also use our structure to bring together our experts from several GPG's to work efficiently into a solution for our customers.

Data Driven Portfolio Steering

We uncover trends such as loss causes, legal developments and geographical peculiarities and feed critical insights to underwriting teams. Resultantly, we're able to establish an unique understanding of our claims portfolio, supported by a data-informed culture, creating lessons learned from individual claims and real added value to our customers and other AGCS functions.

Going the Extra Mile

AGCS's GPGs are not just a forum for sharing best practice – they are tailored to deliver:

- Technical excellence
- Superior claims services
- Critical Market insights

GPG is an operational vehicle designed to achieve the very best for our clients, ensuring AGCS delivers as a first-class risk taker.

Key Case Management Global Practice Groups

Liability

General Liability

North America & Personal Injury

Global Practice Group General Liability North America & Personal Injury

The GPG General Liability North America & Personal Injury comprises designated experts from our Regional and Local Claims departments, as well as experts from Key Case Management within Chief Claims Office. The members of this GPG are distinguished, long-standing leaders in their field with extensive knowledge and experience across a breadth of claims segments. In collaboration with our local and regional claims teams, the Global Practice Group oversees nearly 300 different highly technical and complex claims that have a potential gross value of over \$/€ 1 million impact to AGCS.

Our Global Claims Team

The Global Practice Group team for General Liability NA & Personal Injury is formed by a team of 5 Claims professionals currently located in the United States of America, Canada, France and Germany.

General Liability NA & Personal Injury	Location	Special expertise
Larry Crotser	Chicago	Product Liability, MDLs, IIPs, Coverage
Pete Dowling	Los Angeles	Product Liability, Complex Negligence, Class Actions, Reinsurance
Rohit Trivedi	Toronto	Reinsurance, Complex General Negligence, EIL
Christine Gruaz	Paris	Complex Liability Claims, IIPs, Financial Lines
Holger Schmitt	Munich	Complex Liability Claims, Extended Liability, Pharma

Our Focus

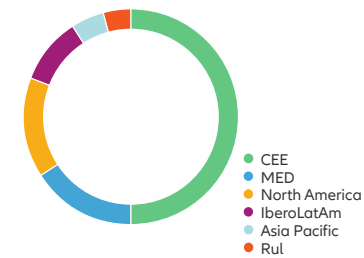
The Global Practice Group for General Liability NA & Personal Injury / Class action oversees worldwide all claims related to the following risks:

- General Liability NA & Personal Injury
- Multi District and cross-border litigation for general liability and product liability matters
- Heavy industry, heavy equipment and automotive, consumer product risk
- Trucking and logistics risks involved in multi- plaintiff motor vehicle accidents
- Bespoke ADR resolution of complex liability claims
- US class action
- MidCorp Liability

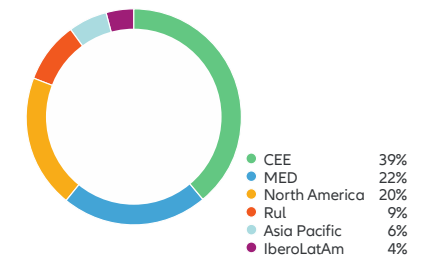
Our Claims Portfolio

AGCS has currently processed and handled over 569,187 Liability claims (out of which 85,312 is General Liability NA) from different regions and jurisdictions, bringing high level satisfaction to its customers and fulfilling promises to deliver the best possible claims service when our clients needs us most.

Liability
Claim Count per Region



Liability
Gross Net Incurred (Eur)



Team Biographies



Larry Crotser
Head of Key Case Management
North America
Co-Leader, Global Practice Group
Personal Injury
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Larry Crotser has 25+ years experience in liability claims/legal matters, concentrating in all aspects of product liability defense and construction defect, including US class action and mass tort litigation management.

He has a track record as a Claims Manager at three international European- based Property and Casualty carriers, and as General Counsel at two of these companies.

He has been active at AGCS since 2007. Larry Crotser has trial experience as product liability defense litigation attorney and understands the needs of his insurance clients to defend their products and reputations. He frequently presents to industry groups on insurance/litigation related subjects, such as the phenomenon of Social Inflation.

He has been admitted to practice since 1991 in Illinois, New York, New Jersey, and is a fully qualified Solicitor in England and Wales.



Peter Dowling
Managing Claims Director
Co-Leader, Global Practice Group
Personal Injury
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Pete is the co-head of the Global Practice Group for Personal Injuries and Class Actions within the Key Case Management Chief Claims Office.

He is globally responsible for overseeing medium and large Personal Injury and Class Action claims.

Pete has more than 30 years of insurance industry experience handling cases across the globe and has been with Allianz since 2003.

Pete is a member of the California bar and holds the CPCU and other insurance industry certifications.



Holger Schmitt
Senior Claims Specialist Claims Liability
+49 89 3800 16049
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Holger is working for Allianz since March 1999.

He started his career in Frankfurt/Main in a regional claims liability team and changed to the industrial insurance segment in 2001. He joined the Complex claims team in Munich in 2004.

Holger has over 20 years of experience in handling a wide variety of large liability losses (e.g. Product liability of pharmaceutical articles, Extended Product liability in all branches of industry, Recall, Planning errors, environmental damages, supply disruption, body injury, Global Pro and financial losses)

Holger is Rechtsanwalt (licensed attorney at law) since 1997.



Rohit Trivedi, FCIP, CSSC, CRM, CIM
Executive General Adjuster Liability
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Rohit joined the Allianz Claims team in 2019 as an Executive General Adjuster with thirty plus years of claims experience throughout North America and internationally, managing highly complex claims for GL, Excess Umbrella, EIL, E&O and Property risks.

He has a proven track record in providing the vision, functional leadership, and technical expertise to establish and build valuable business networks with Brokers and Managing General Agents.

Rohit has been awarded the prestigious Fellow of Distinction Award by the Insurance Institute of Ontario's CIP Society for demonstrating excellence in the P&C industry, including areas of strategy, leadership, financial and enterprise risk management.

He has several professional designations, including two Fellowship Majors with the Insurance Institute of Canada.



Christine Gruaz
Senior Claims Expert Liability
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Christine is Senior Liability Claims Expert in the Liability Claims team in France. With 30 years of expertise in Liability insurance with various insurers, Christine has held various positions with Allianz/AGCS: account manager for German business, liability underwriter and team leader for French Accounts before moving back to Claims where as Senior Claims Expert, she also handled Financial Lines claims for 3 years and oversaw within Chief Claims Office Liability claims of the former Nordic region in 2015.

She is Member of the Personal Injury Class Action Global Practice Group.

Christine holds a Master Degree of Business Law from the University of Paris – Panthéon Assas.

General Liability

Mediterranean & Africa - Pharmchem / Crisis Management

Global Practice Group General Liability Mediterranean & Africa - Pharmchem / Crisis Management

The GPG General Liability MEDA & Pharmchem / Crisis Management is made up of experts from the UK, France and US offices, as well as an expert from Key Case Management within Chief Claims Office. The members of the GL MEDA & Pharmchem / Crisis Management GPG have many years of experience in their field and dealt with claims of great complexity and financial impact. They helped the most prominent clients in the industry in a variety of disputes from organizing their defence, to facilitating deals and pursuing recourses all in a multinational environment at times. In collaboration with our local and regional claims teams, the Global Practice Group oversees 164 different highly technical and complex claims that have a potential gross value of over \$/€ 1 million impact to AGCS.

Our Global Claims Team

The Global Practice Group team for GL MEDA & Pharmchem / Crisis Management is formed by a team of 6 Claims professionals currently located in Germany, the United Kingdom, France and the United States of America.

General Liability
MEDA & Pharmchem
/ Crisis Management

Location

Name	Flag	Location
Arne Holzheuer		Munich
Kieran Goodman		London
Isabelle Arnaudeau		Paris
Larry Crotser		Chicago
Georgina Wright		London
Coralie Lision		Paris

Our Focus

The Global Practice Group for Professional Indemnity oversees worldwide all claims related to the following risks:

General Liability MEDA & Pharmchem / Crisis Management

OTC to Cancer Treatment Drugs, Blood Thinner & Herbicide related claims with bulk settlements and years of strenuous defence work

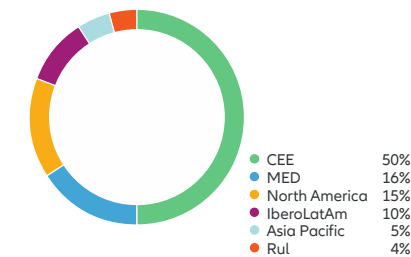
Mass Torts and Class Actions
Large Infrastructure Projects and Claims in the Energy and Automotive Sector

Worldwide recalls in the Food and Beverage Industry with extensive remedial actions and recourses

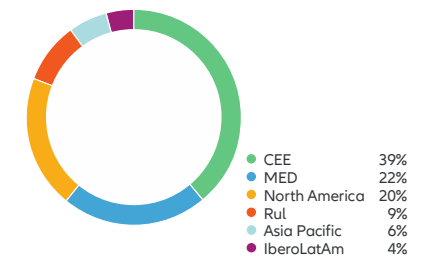
Our Claims Portfolio

AGCS has currently processed and handled over 569,197 Liability claims (out of which 86,878 is General Liability MEDA & Pharmchem / Crisis Management) from different regions and jurisdictions, bringing high level satisfaction to its customers and fulfilling promises to deliver the best possible claims service when our clients needs us most.

Liability
Claim Count per Region



Liability
Gross Net Incurred (Eur)



Team Biographies



Dr. Arne Holzheuer

Head of Global Practice Group Pharmchem / Crisis Management / General Liability for Mediterranean & Africa region
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Arne Holzheuer is an Expert Claims Specialist working in the Munich Head Office Key Case Management department. Arne joined Allianz in 2011 and has 10 years of experience in dealing with Liability claims including Public Liability and Products Liability both as a claims handler and in a supervisory role.

In particular, he has experience of handling complex Crisis Management claims, including Product Recall and Political Violence as well as US mass tort claims in the Pharma sector. Arne oversees the handling of the more substantial claims by his colleagues at regional level and gets involved where his expertise is required. He is a passionate, solution-oriented negotiator and takes great care in stakeholder management.

Arne qualified as a German lawyer after graduating from Bonn University, gained himself a PhD from Heidelberg University, a law degree from Paris University and a Master's degree from the University of Oxford.



Kieran Goodman

Head of Liability Claims Regional Unit London
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Kieran Goodman is Head of Liability Claims in London.

He is responsible for overseeing medium and large Public Liability, Employers Liability and Products Liability claims arising out of a wide variety of sectors (Crisis Management, Logistics, Manufacturing, Pharmaceutical, Chemicals, Construction, and many more) at AGCS.

Kieran has over 30+ years insurance experience and has managed hundreds of complex claims in many jurisdictions around the world during this time.



Isabelle Arnaudeau

Senior Claims Expert Liability
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Isabelle is a Senior Claims Specialist working in the Claims Team in Paris.

After having worked for Zurich, Aon and AIG for more than 30 years, she joined AGCS in 2017.

She handles large liability losses such as Product Liability, Crisis, Public liability, Recall, Construction.



Larry Crotser

Head of Key Case Management North America
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Larry Crotser has 25+ years experience in liability claims/legal matters, concentrating in all aspects of product liability defense and construction defect, including US class action and mass tort litigation management.

He has a track record as a Claims Manager at three international European-based P and C carriers, and as General Counsel at two of these companies.

He has been active at AGCS since 2007. Larry Crotser has trial experience as product liability defense litigation attorney and understands the needs of his insurance clients to defend their products and reputations. He frequently presents to industry groups on insurance/litigation related subjects, such as the phenomenon of Social Inflation.

He has been admitted to practice since 1991 in Illinois, New York, New Jersey, and is a fully qualified Solicitor in England and Wales.



Georgina Wright BA (Hons)

Senior Liability Claims Adjuster
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Georgina Wright is a Senior Liability Claims Adjuster working in the claims team in Regional Unit London (RUL).

Georgina joined Allianz in 2013 and has almost 10 years of experience handling a variety of Liability claims including Public Liability, Products Liability, Employers Liability and Environmental Impairment Liability claims. In particular, she has experience of handling complex Crisis Management claims, including Product Recall and Political Violence.

Georgina has a Bachelor of Arts degree in English Literature from the University of Leicester.



Coralie Lision

Head of Liability and Financial Lines Claims
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Coralie joined AGCS in 2016 as Head of Liability and Financial Claims in Paris.

She has a wide experience in management and over than 20 years experience in Liability Claims handling (International Program, Public and Product Liability, Employers Liability, Recall...).

Coralie has a Post-graduate Insurance Law degree from Paris-La Sorbonne University.

General Liability

Central & Eastern Europe & Recall Automotive

Global Practice Group General Liability Central & Eastern Europe & Recall Automotive

The GPG General Liability CEE & Recall Automotive comprises designated experts from our Regional and Local Claims departments, as well as experts from Key Case Management within Chief Claims Office. The members of the General Liability Central & Eastern Europe and Recall Automotive GPG are distinguished, long-standing leaders in their field with extensive knowledge and experience across a breadth of claims segments. In collaboration with our local and regional claims teams, the Global Practice Group oversees 155 different highly technical and complex claims that have a potential gross value of over \$/€ 1 million impact to AGCS.

Our Global Claims Team

The Global Practice Group team for General Liability CEE & Recall Automotive is formed by a team of 5 Claims professionals currently located in Germany, France and Singapore.

General Liability CEE & Recall Automotive Location

Joerg Ahrens		Munich
Andras Kappen		Munich
Marie-Cécile Blondet		Paris
Volker Ziegs		Singapore
Udo Brandt		Munich

Our Focus

The Global Practice Group for General Liability CEE & Recall Automotive oversees worldwide all claims related to the following risks:

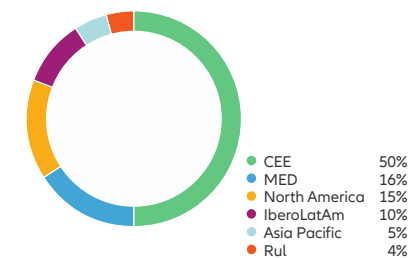
General Liability CEE & Recall Automotive

General Liability
Product Liability
Extended Product Liability
Automotive Recall
General Liability

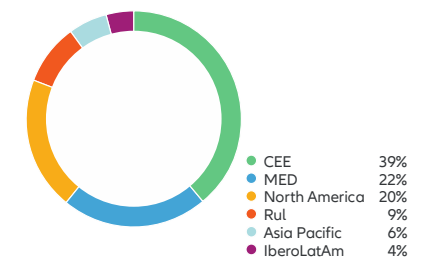
Our Claims Portfolio

AGCS has currently processed and handled over 569,197 Liability claims (out of which 287,466 is General Liability CEE & Recall Automotive) from different regions and jurisdictions, bringing high level satisfaction to its customers and fulfilling promises to deliver the best possible claims service when our clients needs us most.

Liability Claim Count per Region



Liability Gross Net Incurred (Eur)



Team Biographies



Joerg Ahrens
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Since 2016 Jörg Ahrens has been Global Head of Key Case Management at Allianz Global Corporate & Specialty SE (AGCS), responsible for the Long Tail Line of Business Liability, Financial Lines, Aviation and ART and until 2019 also for all Short Tail LoBs. Since 2000 he has been working in the industry as outside counsel and with other insurance carriers (Gerling) before he joined AGCS in 2007 in Munich.

First as global product leader in Aviation UW he oversaw the Aerospace / Products area, developing pricing tools, securitization of Aviation cat risks and the global Aviation Products UW portfolio, to then becoming Head of Global Financial Lines Claims for all Common-Law-countries and Asia in 2010. 2013 he moved to Sydney, Australia to become Regional Head of Claims Australia in addition.

He is a German lawyer and solicitor (England & Wales) with academic focus on European and Commercial Law, an MBA in insurance management and a Master in Business Law and with studies at the universities of Mannheim, Bristol, St. Gallen and London. He has been instrumental to drive new technologies at AGCS as well as the newly built Global Practice Group structure.



Volker Ziegs
Regional Head of Claims Asia Pacific
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Volker has his Legal Training in Germany and the US (Bonn University and College of Law The Ohio State University) and is a qualified lawyer in Germany. He has 20 years of experience with Allianz working in international and complex claims in the corporate area. Since July 2013 Volker is based in Singapore first as the Regional Head of Claims for Long Tail Lines Asia Pacific being responsible for Liability, Financial Lines and Aviation claims for the entire Region.

Since July 2020 he is in his current role as the Head of Claims for Asia Pacific. Before joining the Singapore office, he was responsible for Liability claims in Head Office in Munich handling complex Product Liability, Recall, Environmental Liability and PharmChem matters around the world with special emphasize on US matters. He has worked on losses in Europe, US and Asia.



Andreas Kappen
Senior Claims Specialist
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Andreas is a Senior Claims Specialist in the Liability Claims Department Central & Eastern Europe. Over the past 15 years he specialized in national and international recall losses in the German automotive supplier industry. This involves not only the claims handling but participation in product development and policy wording as well.

Andreas is a full qualified lawyer and attorney with over 28 years of claims experience within the Allianz Group.



Marie-Cécile Blondet
Senior Liability Claims Manager
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Marie-Cécile is a Senior Liability Claims Manager (Inspecteur Indemnisation Responsabilité Civile) in the Liability Claims Department MEDA.

She joined AGCS in 2008 as an "inspector", managing French and international claims with high financial and/or media stakes, involving field presence and negotiations. Amongst others she is specialized in French recall losses in the French automotive supplier industry.

Marie-Cécile has a Master's degree in law from the University of Paris-Assas, completed by a Master's degree in insurance law from the University of Panthéon-Sorbonne.

She has 30 years of experience in the handling of French and international civil liability claims for various insurance companies and brokers.



Udo Brandt
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Udo is a Senior Claims Specialist in the Liability Claims Department Central & Eastern Europe specialized in complex, national and international claims handling in the areas of Product- and General Liability, Recall, Environmental Liability and PharmChem with a focus on Germany, Austria, Switzerland as well as Spain and South America.

Udo is a full qualified German lawyer who studied in Germany and Spain.

He has over 25 years of experience with Allianz. He started in the underwriting department of Allianz Germany, after three years moving to claims in former Allianz Global Risks managing international and complex claims ever since.

General Liability

Regional Unit London, IberoLatAm, Asia & Construction

Global Practice Group General Liability Regional Unit London, IberoLatam, Asia & Construction

The GPG General Liability RUL, IberoLatAm, Asia & Construction comprises designated experts from our Regional and Local Claims departments, as well as experts from Key Case Management within Chief Claims Office. The members of this GPG are distinguished, long-standing leaders in their field with extensive knowledge and experience across a breadth of claims segments. In collaboration with our local and regional claims teams, the Global Practice Group oversees 86 different highly technical and complex claims that have a potential gross value of over \$/€ 1 million impact to AGCS.

Our Global Claims Team

The Global Practice Group team for General Liability RUL, IberoLatAm, Asia & Construction is formed by a team of 5 Claims professionals currently located in Germany, Brazil, the United Kingdom and Singapore.

General Liability RUL, IberoLatam, Asia & Construction	Location	Special expertise
Birgit Vosper	Munich	General Liability & Construction
Giuliana Oliveira	Sao Paulo	General Liability
Badredin Matinfar	Munich	Construction
Georgina Wright	London	Construction
Volker Ziegs	Singapore	General Liability

Our Focus

The Global Practice Group for General Liability RUL, IberoLatAm, Asia & Construction oversees worldwide all claims related to the following risks:

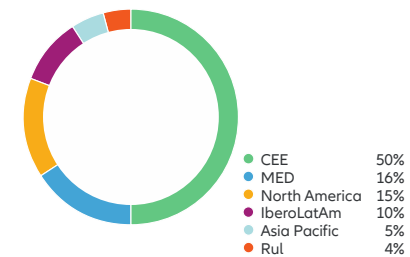
General Liability RUL, IberoLatam, Asia & Construction

- Construction PI (Professional Indemnity)
- Planning Liability
- Warranty
- Consortiums
- Locking Systems

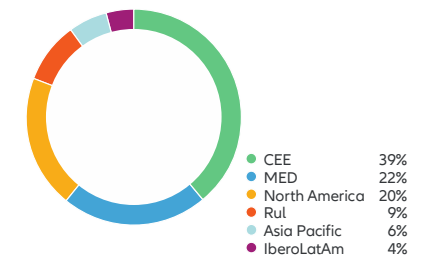
Our Claims Portfolio

AGCS has currently processed and handled over 569,197 Liability claims (out of which 109,041 is General Liability RUL, IberoLatAm, Asia) from different regions and jurisdictions, bringing high level satisfaction to its customers and fulfilling promises to deliver the best possible claims service when our clients needs us most.

Liability
Claim Count per Region



Liability
Gross Net Incurred (Eur)



Team Biographies



Birgit Vosper
Global Practice Group Leader
General Liability & Construction
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Birgit Vosper is the Head of Global Practice Group for Construction and General Liability RUL, IberoLatin and Asia Pac within Key Case Management, Chief Claims Office. She is globally responsible for overseeing medium and large Construction claims at AGCS as well as Liability Claims in her respective regions.

Birgit is a German Lawyer and a Solicitor for England & Wales with 20 years of International P&C Insurance and Reinsurance expertise through International Claims Head positions for large Multinational Insurance Corporations. She is holding an exceptional track record in handling high profile insurance and reinsurance claims, such as the Cologne archive collapse, the Grenfell Tower Fire, the Glencore collapse, the Brumadinho Dam collapse, the Brose recall and the Ludwigshafen port explosion, to name a few. Birgit is always striving to overcome complex business situations, and making high impact decisions by using industry experience, strong work ethic and virtue. She is holding a CPCU, ARE and AIS designation with The Institutes CPCU Society.



Giuliana Oliveira
Claims Manager
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Giuliana Oliveira is a Claims Manager for Long Tail Claims in Brazil. She has 24 years of experience in the Insurance & Reinsurance market, handling international and large and complex General Liability and Financial Lines claims, as well as Aviation and Property Claims. She graduated in Law from Universidade São Judas Tadeu and started her career at Itaú Seguros, then moving to Itaú Unibanco and Chubb before joining Allianz Global Corporate & Specialty in 2017.



Badredin Matinfar
Senior Claims Specialist
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Badredin is working for Allianz since October 1985.

He started his career at BVB (Bavarian Insurance Bank) in a regional claims construction team.

In 1990 he became an external loss adjuster for Allianz (Schadenaußendienst) regulating construction losses onsite, and was appointed the team leader for the Munich based Standard Team in 2013. He joined the Complex claims team in Munich in 2017.

Badredin has over 20 years of experience in handling of large liability losses but has always concentrated his work in the area of planning and construction.



Georgina Wright BA (Hons)
Senior Liability Claims Adjuster
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Georgina Wright is a Senior Liability Claims Adjuster working in the claims team in Regional Unit London (RUL).

Georgina joined Allianz in 2013 and has almost 10 years of experience handling a variety of Liability claims including Public Liability, Products Liability, Employers Liability and Environmental Impairment Liability claims. In particular, she has experience of handling complex Crisis Management claims, including Product Recall and Political Violence.

Georgina has a Bachelor of Arts degree in English Literature from the University of Leicester.



Volker Ziegs
Regional Head of Claims Asia Pacific
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Volker has his Legal Training in Germany and the US (Bonn University and College of Law The Ohio State University) and is a qualified lawyer in Germany.

He has 20 years of experience with Allianz working in international and complex claims in the corporate area.

Since July 2013 Volker is based in Singapore first as the Regional Head of Claims for Long Tail Lines Asia Pacific being responsible for Liability, Financial Lines and Aviation claims for the entire Region.

Since July 2020 he is in his current role as the Head of Claims for Asia Pacific. Before joining the Singapore office he was responsible for Liability claims in Head Office in Munich handling complex Product Liability, Recall, Environmental Liability and PharmChem matters around the world with special emphasize on US matters. He has worked on losses in Europe, US and Asia.

Financial Lines

Commercial Directors & Officers and Financial Institutions

Global Practice Group Commercial Directors & Officers and Financial Institutions

The GPG Commercial D&O and Financial Institutions comprises designated experts from our Regional and Local Claims departments, as well as experts from Key Case Management within Chief Claims Office. The members of the Commercial D&O and Financial Institutions GPG are distinguished, long-standing leaders in their field with extensive knowledge and experience across a breadth of claims segments. In collaboration with our local and regional claims teams, the Global Practice Group oversees 257 different highly technical and complex claims that have a potential gross value of over \$/€ 1 million impact to AGCS.

Our Global Claims Team

The Global Practice Group team for GPG Commercial D&O and Financial Institutions is formed by a team of 7 Claims professionals located in the United States of America, Italy, Hong Kong, the United Kingdom and France.

Commercial D&O and FI	Location
Angela Sivilli	Chicago
David Ackerman	Singapore
Matthew Photis	New York
Matthew Lamplugh	London
Aurélie Hazard	Paris
Luca Nava	Milan

Our Focus

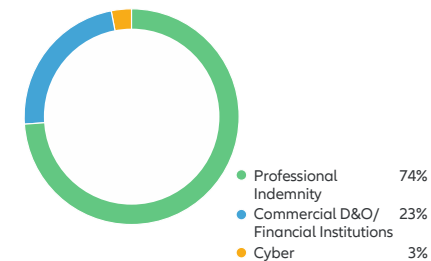
The Global Practice Group for Commercial D&O and Financial Institutions oversees worldwide all claims related to the following Financial Lines products:

Commercial D&O:	Financial Institutions:
Directors & Officers Liability	Directors & Officers Liability
Public Offering of Securities Liability	Public Offering of Securities Liability
Employment Practices Liability	Employment Practices Liability
Legal Expense Costs Cover	Legal Expense Costs Cover
Commercial Crime	Financial Institutions Bond/ Bankers Blanket Bond
Directors & Officers Liability	Bankers Professional Liability
	Insurance Company Professional Liability
	Financial Institutions Professional Indemnity
	Investment Managers Indemnity
	Warranty & Indemnity Insurance

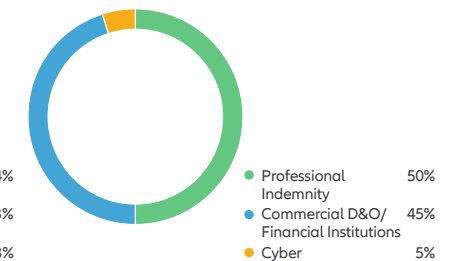
Our Claims Portfolio

AGCS has currently processed and handled over 118,570 Fin Lines claims (out of which 27,691 is for commercial D&O & Financial Institutions) from different regions and jurisdictions, bringing high level satisfaction to its customers and fulfilling promises to deliver the best possible claims service when our clients needs us most.

Financial Lines Claim Count per GPG



Financial Lines Gross Net Incurred (Eur)



Team Biographies



Angela Sivilli
Co-Head of Global Practice Group
Commercial D&O and Financial Institutions
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Angela Sivilli is Co-Global Practice Group Leader for Management Liability Commercial and Financial Institutions. Prior to joining the insurance industry, Angela practiced law for 9 years. She then joined Coregis/Westport in 1998, handling D&O claims. She joined Allianz in 2001, handling a variety of professional indemnity claims.

In 2011, Angela joined AGCS as Regional Manager, Financial Lines Claims, Asia. Based in Singapore, Angela supervised both common law and civil law Financial Lines claim handling in AGCS offices in China, Hong Kong, Singapore, India, Thailand and Malaysia.

In 2015, Angela joined the AGCS Chief Claims Office, Key Case Management, with responsibility for Financial Lines North America. In 2020, with the transition to Global Practice Groups, she took on global responsibility for Management Liability Commercial and Financial Institutions. Angela is a graduate of the University of Arizona (Bachelor of Arts in Political Science and Economics, 1986) and the University of Arizona College of Law (Juris Doctor, 1989).



David Ackerman
Co-Head of Global Practice Group
Commercial D&O and Financial Institutions
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David Ackerman is a member of the AGCS Chief Claims Office in Key Case Management and co-leader of the AGCS Global Practice Group overseeing Commercial Directors & Officers Liability (D&O) Claims as well as all Financial Lines Claims involving Financial Institutions. David is located in Milan, Italy. Previously, while in Singapore, he managed Financial Lines Claims for AGCS across the Asia Region.

David has more than 30 years of experience in Financial Lines insurance. He has served as Underwriting Counsel and Claims Counsel for several major as well as start-up Financial Lines Insurance markets, and he has managed claims and teams of claims professionals in the United States and Asia. As a US licensed attorney, David practiced in New York and Chicago as a partner of a leading law firm focussed on serving US and multi-national insurance carriers. His practice also included representation of lawyers, accountants and insurance agents and brokers on professional liability disputes.

David is a graduate of the University of Pennsylvania, having earned degrees as Bachelor of the Arts, Master of the Arts and Juris Doctor.



Matthew Photis
Senior Complex Claims Analyst
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Matthew Photis is a seasoned claims professional with the Allianz Global Corporate & Specialty (AGCS) Financial Lines claims team for North America. Prior to joining AGCS, Matthew spent the last 15 years working with financial lines claims with the majority of that time spent adjusting complex public and private company D&O, E&O matters.

Matthew also spent 2,5 years adjusting Commercial Crime and Fidelity claims for Berkley FinSecure and has an in depth knowledge of Public and Private D&O, E&O, EPLI, Fidelity, and Commercial Crime policies and managing complex, high exposure litigation.

Matthew is a graduate of Stockton University (1995, BA) and the Pace University School of Law (1999, JD) and has spoken on numerous topics for PLUS, Professional Liability Attorney Network (PLAN). Matthew has also written on numerous topics authoring articles for the PLUS Journal and as a contributing writer for Financial Institution Bonds, Fourth Edition published by the American Bar Association.



Matthew Lamplugh
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Matthew Lamplugh is Head of Financial Lines Claims for AGCS Regional Unit London (RUL), encompassing the United Kingdom, Ireland and the Nordics.

Matthew commenced his insurance industry career in the London Market following completion of his LLB (Hons) and LPC.

He now has over 17 years of Financial Lines experience. Matthew has handled, and managed teams handling, complex Professional Indemnity, Financial Institutions, Directors & Officers and Cyber losses. Matthew has been with AGCS for over 12 years, during which time he has overseen the development of the RUL Financial Lines claims offering throughout a period of significant underwriting growth.



Aurélie Hazard
Regional Claims Specialist Financial Lines
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Aurélie is the MEDA claims specialist for Financial lines.

She has been with AGCS since 2018 and work for insurance carrier for 10 years.

She was responsible of large and complex D&O / FIPI and Fraud claims for multinational clients.

She started her carrier in 2007 as a lawyer acting insurance company (admitted in Paris Bar in 2006).

Aurélie holds a Masters Degree in Private law and a Masters degree in Insurance law.



Luca Nava
Head of Claims Italy
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With more than 20 years' experience in the Insurance & Reinsurance market, Luca Nava is Head of Claims for Allianz Global Corporate & Specialty (AGCS) Italy.

Having secured a Bachelor's degree in Law while studying at his hometown University of Milan, he initially began his career with Zurich in 1995 before joining the Claims department of RSA Insurance in 2002.

In 2010 he then moved to Chubb to work as a Financial Claims Team Leader and Claims Team Manager. Since 2017 he has been working with AGCS.

Cyber Claims

Global Practice Group Cyber

The GPG Cyber comprises designated experts from our Regional and Local Claims departments, as well as experts from Key Case Management within Chief Claims Office. The members of the Cyber GPG are distinguished, long-standing leaders in their field with extensive knowledge and experience across a breadth of claims segments. In collaboration with our local and regional claims teams, the Global Practice Group oversees 91 different highly technical and complex claims that have a potential gross value of over \$/€ 1 million impact to AGCS.

Our Global Claims Team

The Global Practice Group team for Cyber is formed by a team of 3 Claims professionals currently located in Germany, United Kingdom and France.

Cyber Location

Michael Daum		Munich
Bobbie Morrell		London
Aur�lie Hazard		Paris
Marisa Anthony		Florida
Dominik Geistanger		Munich

Our Focus

The Global Practice Group for Cyber oversees worldwide all claims related to the following risks:

Cyber

Cyber

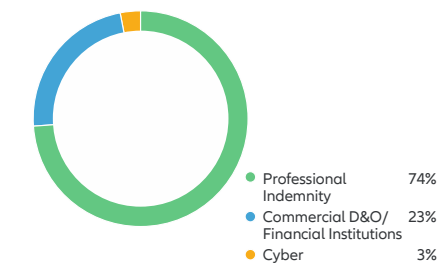
Tech PI / Tech E&O

Media Liability

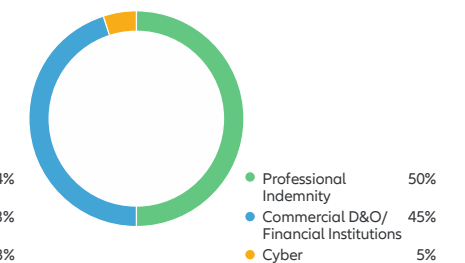
Our Claims Portfolio

AGCS has currently processed and handled over 118,570 Fin Lines claims (out of which 3,196 is for Cyber) from different regions and jurisdictions, bringing high level satisfaction to its customers and fulfilling promises to deliver the best possible claims service when our clients needs us most.

Financial Lines
Claim Count per GPG



Financial Lines
Gross Net Incurred (Eur)



Team Biographies



Michael Daum
Head of Global Cyber Claims/
Head of GPG Cyber Claims
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Michael has over 10 years work experience in IT, Information Security and Cyber Insurance. He was one of the first Allianz colleagues specializing in Cyber Insurance and gained in-depth knowledge of Cyber Risk Assessment, Product Development, Underwriting and Claims.

Michael joined the CIO office of Allianz Germany in 2007 and held a managerial role before transitioning to AGCS in 2013. From 2016 onwards, he acted as Lead Cyber Underwriter, handling many of the largest German Cyber clients and soon became co-responsible for managing Cyber Underwriting in the CEE region.

Since 2022, Michael is the Global Head of Cyber Claims. His responsibilities range from managing overarching Cyber Claims topics to assisting regional colleagues in handling and settling complex Cyber claims.

Michael holds a Master in Business Information Technology from the University of Erlangen-Nürnberg (Germany) as well as a M.B.A. from the University of Georgia (USA).



Aurélie Hazard
Regional Claims Specialist Financial Lines
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Aurélie is the Mediterranean & Africa claims specialist for Financial lines.

She has been with AGCS since 2018 and work for insurance carrier for 10 years.

She was responsible of large and complex D&O / FIPI and Fraud claims for multinational clients.

She started her carrier in 2007 as a lawyer acting insurance company (admitted in Paris Bar in 2006).

Aurélie holds a Master Degree in Private law and a Master degree in Insurance law.



Bobbie Morrell
Senior Claims Expert
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Bobbie Morrell is a Senior Financial Lines Claims Specialist working in the claims team in London.

She joined Allianz in 2009 and has over 10 years of experience in handling financial lines claims, including Professional Indemnity claims, Directors and Officers claims and more recently Cyber claims.

Bobbie has a Law degree from the University of Reading and a Diploma in Insurance from the Chartered Insurance Institute.



Marisa Anthony
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Marisa Anthony is a Sr. Complex Claims Analyst handling Cyber, Media and Technology E&O claims in the United States.

Marisa has been with Allianz for over 20 years, where in addition to the current lines of business, she has handled complex auto, workers compensation, construction defect, commercial general liability, and pollution claims.

Marisa holds a bachelor degree with a major in Finance from the University of South Florida.



Dominik Geistanger
Senior Claims Specialist
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Dominik is a Senior Claims Specialist in the Financial Lines Claims Department for Central and Eastern Europe. He started his career at a leading specialist insurance broker for the coverage of management liability risks in Germany, where he also oversaw over the development of the cyber insurance product for the firm. In 2018, he joined AGCS as a Financial Lines Underwriter, a role in which he was focused on underwriting large commercial cyber accounts. After joining the Financial Lines claims department in 2021, Dominik handled various large cyber claims in Germany and quickly established himself as the main contact for cyber claims in the CEE region. Altogether, Dominik has over eight years of experience in the Financial Lines insurance industry, seven of them being in cyber insurance. He holds a law degree from the university of Augsburg and is a fully trained lawyer.

Professional Indemnity

Global Practice Group Professional Indemnity

The GPG Professional Indemnity comprises designated experts from our Regional and Local Claims departments, as well as experts from Key Case Management within Chief Claims Office. The members of the Professional Indemnity GPG are distinguished, long-standing leaders in their field with extensive knowledge and experience across a breadth of claims segments. In collaboration with our local and regional claims teams, the Global Practice Group oversees 340 different highly technical and complex claims that have a potential gross value of over \$/€ 1 million impact to AGCS.

Our Global Claims Team

The Global Practice Group team for Professional Indemnity is formed by a team of 6 Claims professionals currently located in Germany, United Kingdom and the United States of America.

Professional Indemnity	Location	Special expertise
Diego Assef	Munich	All Professions
Stuart Ping	London	Misc., Surveyors, Solicitors, Accountants and Construction
Bobbie Morrell	London	Misc., Surveyors, Solicitors, Accountants and Construction
Gena Hendricks	Chicago	Insurance Agents
William Perry	Chicago	Lawyers & Accountants
Michael Ostler	Chicago	Insurance Agents / Architects & Engineers / Lawyers and Accountants

Our Focus

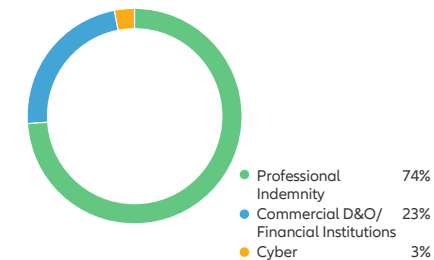
The Global Practice Group for Professional Indemnity oversees worldwide all claims related to the following professions:

Professional Indemnity	
Miscellaneous PI	Management Consultant
Solicitors/Lawyers PI	Insurance Agents
Architects & Engineers PI	Recruitment Consultant
Accountants & Auditors	SPPI & Construction PI
Surveyors PI	And many more....

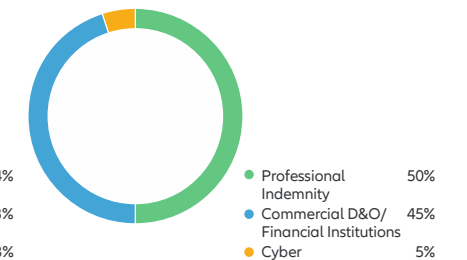
Our Claims Portfolio

AGCS has currently processed and handled over 118,570 Fin Lines Claims (out of which 87,683 were of PI GPG) from different regions and jurisdictions, bringing high level satisfaction to its customers and fulfilling promises to deliver the best possible claims service when our clients needs us most.

Financial Lines
Claim Count per GPG



Financial Lines
Gross Net Incurred (Eur)



Team Biographies



Diego G. M. Assef, LL.M. Eur.
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Diego Assef is the Head of Global Practice Group for Professional Indemnity Claims (PI) within Key Case Management, Chief Claims Office. He is globally responsible for overseeing medium and large PI claims arising out of a wide variety of professions (Solicitors / Lawyers, Architects & Engineers, Construction, Accountants/Auditors, Surveyors, Insurance Agents, Miscellaneous and many more) at AGCS.

Diego is a graduate of Bennett University School of Law in Rio de Janeiro, Brazil (2008) as well from the University of Rouen in France and Leibniz University in Hannover, Germany where he successfully completed a LL.M. Eur. (Master of Laws in French, German and European Law) degree in 2011. He is a licensed attorney with over 10 years of experience in the Insurance Industry.



Michael G. Ostler, JD RPLU
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Michael Ostler is Managing Claims Director for the Financial Lines claims team in North America at Allianz Global Corporate & Specialty (AGCS). He began working for AGCS in January 2015 when promoted to Claim Director supervising a team handling a wide variety of E&O claims, including insurance agents errors and omissions, Architects & Engineers, Lawyers and Accountants Professional Liability, Financial Institutions E&O, and Miscellaneous Professional Liability.

Michael has a Bachelor of Arts degree in Economics from the University of Illinois in Champaign, Illinois, and a Juris Doctor degree from DePaul University College of Law in Chicago, Illinois. Michael also successfully completed the Registered Professional Liability Underwriter Program ("RPLU") in 2000.



Gena Hendricks, CPCU
Quality Assurance Specialist
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Gena Hendricks is a Quality Assurance Specialist with Claims Governance and Integrity NA, prior to joining Claims Governance and Integrity Gena was a Complex Claims Analyst in Financial Lines handling insurance agents errors and omissions. Gena is a graduate from Arizona State University and completed her Chartered Property Casualty Underwriter designation in 1999.

Prior to joining AGCS in 2007, Gena handled Professional Liability claims for numerous carriers. Gena's professional background includes over 30 years of claims adjustment and management of numerous insurance lines including Professional Liability, General Liability, Workers Compensation and Employment Practices Liability.



William Perry, J.D.
Complex Claims Analyst
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Bill has spent his entire career working for and on behalf of the insurance industry. In private practice, Bill represented both property and liability carriers in coverage disputes in state and federal US courts. Prior to joining AGCS, Bill was the senior claims manager at a small MGA. Since November 2016, Bill has primarily managed LPL, APL and Transactional Risk Claims with the Financial Lines claim team in Chicago, Illinois.

Bill has a Bachelor of Arts degree in Literature from the University of Wisconsin in Madison, Wisconsin and a Juris Doctor degree from the University of Illinois.



Bobbie Morrell
Senior Claims Expert
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Bobbie Morrell is a Senior Financial Lines Claims Specialist working in the claims team in London.

She joined Allianz in 2009 and has over 10 years of experience in handling financial lines claims, including Professional Indemnity claims, Directors and Officers claims and more recently Cyber claims.

Bobbie has a Law degree from the University of Reading and a Diploma in Insurance from the Chartered Insurance Institute.



Stuart Ping
Senior Claims Specialist
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Stuart Ping is a Senior Financial Lines Claims Specialist for the Financial Lines claims team in Regional Unit London (RUL) at Allianz Global Corporate & Specialty (AGCS). He began working for AGCS in 2009 and has assisted in building the RUL claims team which handles a wide variety of Professional Indemnity, Director & Officers, Financial Institutions and Cyber claims.

Stuart is a graduate BSC(Hons) and has over 20 years' worth of experience working in Claims for both a broker and insurer. He has an extensive knowledge of the London insurance market and also handles many global/international matters.

Aviation

Airlines

Global Practice Group Airlines

The GPG Airlines comprises designated experts from our Regional and Local Claims departments, as well as experts from Key Case Management within Chief Claims Office. The members of the Airlines GPG are distinguished, long-standing leaders in their field with extensive knowledge and experience across a breadth of claims segments. In collaboration with our local and regional claims teams, the Global Practice Group oversees 62 different highly technical and complex claims that have a potential gross value of over \$/€ 1 million impact to AGCS.

Our Global Claims Team

The Global Practice Group team for Airlines is formed by a team of 5 Claims professionals currently located in the United States of America, France, the United Kingdom and Germany.

Airlines	Location	Special expertise
Cristina Schoen	New York	Airline Liability, Emergency Response
David Woodcock	London	Major Accidents, London Market
Valerie Bourgeois	Paris	Airline Liability and Hull
John Nowicki	Chicago	Aircraft Hull, Emergency Response
Till Kuerscher	Munich	Major Accidents, Emergency Response, Passenger Liability and Hull

Our Focus

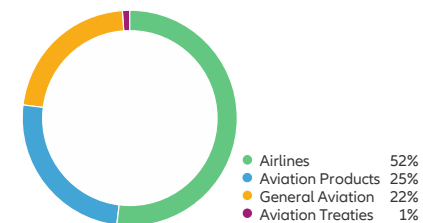
The Global Practice Group for Airlines oversees claims worldwide related to the following risks:

Airlines
Passenger / Third-party Liability
Aircraft Hull
Property Damage
Personal Injury
Hangar Keepers Liability
Ancillary Coverages

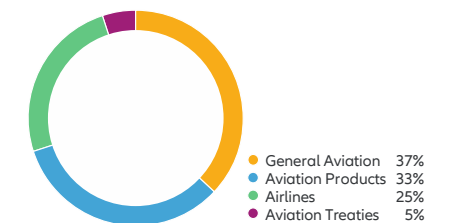
Our Claims Portfolio

AGCS has currently processed and handled over 218,287 Aviation claims (out of which 111,897 is for Airlines) from different regions and jurisdictions, bringing high level satisfaction to its customers and fulfilling promises to deliver the best possible claims service when our clients needs us most.

Aviation Claim Count per GPG



Aviation Gross Net Incurred (Eur)



Team Biographies



Cristina Schoen

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Cristina Schoen is the Global Head of Aviation Claims as well as the Director of Airline Claims (US) at AGCS. Upon joining the company, she served as Senior Coverage Counsel specializing in Aviation. Cristina has over two decades' experience handling high-profile domestic and international claims as a defense attorney and senior claims manager. Prior to joining AGCS, Cristina led the airline claims division of a domestic US aviation insurer. She has extensive experience with aviation emergency response and crisis management, including onsite direction of insurer go-teams, with substantial NTSB interaction. While in the private practice of law, Cristina handled all facets of litigation, including trying cases to verdict and appellate and *pro bono* work. A frequent industry speaker, Cristina was recently named to *Risk & Insurance* magazine's "Executives to Watch in 2022" list. Cristina is licensed to practice law in the state and federal courts of New York and New Jersey and before the US Supreme Court. She completed the Science Honors Program at Columbia University, received her Bachelor of Arts with honors from the University of Notre Dame and her Juris Doctor from Villanova University School of Law.



Valérie Bourgeois

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Valérie Bourgeois is an Aviation Claims Manager in France (MEDA Region) specializing in General Aviation and Airlines. She began working in the insurance industry 30 years ago and has 27 years' experience in Aviation Claims with AGCS and its predecessors (SM3A, Assurance France Aviation, AMA).

Additionally, she has experience with other lines of business including pleasure craft, horse, property and liability insurance.

Valérie has an Insurance Certificate from ESA insurance school.



John Nowicki

Director, Aviation Claims NA
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John Nowicki is the Director, Aviation Claims with AGCS North America. He has 19 years' experience in the aviation insurance industry.

Prior to joining a domestic aviation insurer, John spent five years with an engineering company focusing on aircraft accident reconstruction. For the past 14 years, he has handled aircraft hull, premises liability and complex litigation claims. John is an active pilot as well as an Airframe & Powerplant mechanic.

John is a member of the Professional Aviation Maintenance Association (PAMA), Experimental Aircraft Association (EAA), and International Aerobatic Club (IAC). He earned the Aviation Safety and Security Certificate from the University of Southern California Viterbi School of Engineering and is recognized as a Casualty Claims Law Associate by the American Educational Institute.



David Woodcock

Head of Aviation Claims - RUL
+44 20 3451 3074
david.woodcock@allianz.com

David Woodcock is the Head of Aviation Claims at AGCS Regional Unit London.

He joined AGCS in 2006 as a Senior Adjuster and has handled a large array of Aviation claims as lead insurer across the spectrum of coverages written by AGCS including Airline, Aviation Products and General Aviation.

David has been involved in the London Insurance Market since 1991 and has prior experience as an account handler for a large broking house and in claims adjusting for Lloyds of London.



Till Kuerschner

Regional Head of Claims Aviation - CEE
+49 152 21378960
till.kuerschner@allianz.com

Till Kuerschner has been the Regional Head of Aviation Claims for the CEE unit since 2014. He joined the Aviation department as a senior claims handler in 2009 and has extensive experience handling major Airline, Aviation Product Liability and General Aviation losses. Since joining Allianz in 1998, Till has worked in several different claims areas of the company, including Global Claims. His experience includes crisis management and emergency response, as well as Product Liability and Recall matters.

Till's office is responsible for a wide range of lead business in all Aviation sublines. Over the years he has organized and led numerous market meetings in connection with high exposure and sensitive cases. Accordingly, Till has established strong relationships with all sectors of the London market. Till has also participated in many mediations in very sensitive matters in the United States.

Till studied Law in Tuebingen and Munich and has been licensed to practice law since 2002.

General Aviation

Global Practice Group General Aviation

The GPG **General Aviation** comprises designated experts from our Regional and Local Claims departments, as well as experts from Key Case Management within Chief Claims Office. The members of the General Aviation GPG are distinguished, long-standing leaders in their field with extensive knowledge and experience across a breadth of claims segments. In collaboration with our local and regional claims teams, the Global Practice Group oversees 54 different highly technical and complex claims that have a potential gross value of over \$/€ 1 million impact to AGCS.

Our Global Claims Team

The Global Practice Group team for General Aviation is formed by a team of 4 Claims professionals currently located in the United States of America, France, and Germany.

General Aviation	Location	Special expertise
Cristina Schoen	New York	Passenger Liability, Emergency Response
Valerie Bourgeois	Paris	Passenger Liability, Aircraft Hull
John Nowicki	Chicago	Aircraft Hull, Emergency Response
Till Kuerscher	Munich	Passenger Liability, Emergency Response

Our Focus

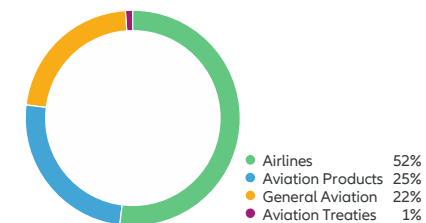
The Global Practice Group for General Aviation oversees worldwide all claims related to the following risks:

- General Aviation
- Passenger / Third-party Liability
- Premises Liability
- Property Damage
- Personal Injury
- Hangar Keepers Liability
- Ancillary Coverages

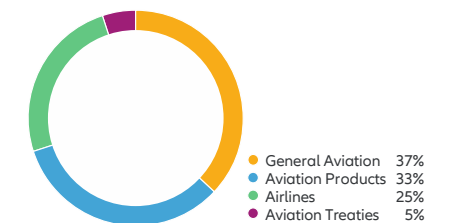
Our Claims Portfolio

AGCS has currently processed and handled over 218,287 Aviation claims (out of which 48,165 is for General Aviation) from different regions and jurisdictions, bringing high level satisfaction to its customers and fulfilling promises to deliver the best possible claims service when our clients needs us most.

Aviation
Claim Count per GPG



Aviation
Gross Net Incurred (Eur)



Team Biographies



Cristina Schoen

VP, Global Head of Aviation Claims
+1 646 472 1599
cristina.schoen@agcs.allianz.com

Cristina Schoen is the Global Head of Aviation Claims as well as the Director of Airline Claims (US) at AGCS. Upon joining the company, she served as Senior Coverage Counsel specializing in Aviation. Cristina has over two decades' experience handling high-profile domestic and international claims as a defense attorney and senior claims manager. Prior to joining AGCS, Cristina led the airline claims division of a domestic US aviation insurer. She has extensive experience with aviation emergency response and crisis management, including onsite direction of insurer go-teams, with substantial NTSB interaction. While in the private practice of law, Cristina handled all facets of litigation, including trying cases to verdict and appellate and *pro bono* work. A frequent industry speaker, Cristina was recently named to *Risk & Insurance* magazine's "Executives to Watch in 2022" list. Cristina is licensed to practice law in the state and federal courts of New York and New Jersey and before the US Supreme Court. She completed the Science Honors Program at Columbia University, received her Bachelor of Arts with honors from the University of Notre Dame and her Juris Doctor from Villanova University School of Law.



Valérie Bourgeois

Aviation Claims Handler
+33 1 58 85 87 92
valerie.bourgeois@allianz.com

Valérie Bourgeois is an Aviation Claims Manager in France (Mediterranean & Africa Region) specializing in General Aviation and Airlines.

She began working in the insurance industry 30 years ago and has 27 years' experience in Aviation Claims with AGCS and its predecessors (SM3A, Assurance France Aviation, AMA).

Additionally, she has experience with other lines of business including pleasure craft, horse, property and liability insurance.

Valérie has an Insurance Certificate from ESA insurance school.



John Nowicki

Director, Aviation Claims NA
+1 312 456 3788
John.Nowicki@agcs.allianz.com

John Nowicki is the Director, Aviation Claims with AGCS North America. He has 19 years' experience in the aviation insurance industry.

Prior to joining a domestic aviation insurer, John spent five years with an engineering company focusing on aircraft accident reconstruction. For the past 14 years, he has handled aircraft hull, premises liability and complex litigation claims.

John is an active pilot as well as an Airframe & Powerplant mechanic.

John is a member of the Professional Aviation Maintenance Association (PAMA), Experimental Aircraft Association (EAA), and International Aerobatic Club (IAC). He earned the Aviation Safety and Security Certificate from the University of Southern California Viterbi School of Engineering and is recognized as a Casualty Claims Law Associate by the American Educational Institute.



Till Kuerschner

Regional Head of Claims Aviation - CEE
+49 152 21378960
till.kuerschner@allianz.com

Till Kuerschner has been the Regional Head of Aviation Claims for the CEE unit since 2014. He joined the Aviation department as a senior claims handler in 2009 and has extensive experience handling major Airline, Aviation Product Liability and General Aviation losses. Since joining Allianz in 1998, Till has worked in several different claims areas of the company, including Global Claims. His experience includes crisis management and emergency response, as well as Product Liability and Recall matters.

Till's office is responsible for a wide range of lead business in all Aviation sublines. Over the years he has organized and led numerous market meetings in connection with high exposure and sensitive cases. Accordingly, Till has established strong relationships with all sectors of the London market. Till has also participated in many mediations in very sensitive matters in the United States.

Till studied Law in Tuebingen and Munich and has been licensed to practice law since 2002.

Aviation Products

Global Practice Group Aviation Products

The GPG Aviation Products comprises designated experts from our Regional and Local Claims departments, as well as experts from Key Case Management within Chief Claims Office. The members of the Aviation Products GPG are distinguished, long-standing leaders in their field with extensive knowledge and experience across a breadth of claims segments. In collaboration with our local and regional claims teams, the Global Practice Group oversees 111 different highly technical and complex claims that have a potential gross value of over \$/€ 1 million impact to AGCS.

Our Global Claims Team

The Global Practice Group team for Aviation Products is formed by a team of 5 Claims professionals currently located in the United States of America, Germany, France and the United Kingdom.

Aviation Products	Location	Special expertise
Cristina Schoen	New York	Airline Liability, Emergency Response
Kevin Murphy	Alpharetta	All Aerospace Risks
Michael Strauch	Munich	All Aerospace Risks
Mike Nicholls	London	All Aerospace Risks
Guillaume Cadillat	Paris	All Aerospace Risks Space / Satellites
Joerg Ahrens *backup	Munich	All Aerospace Risks

Our Focus

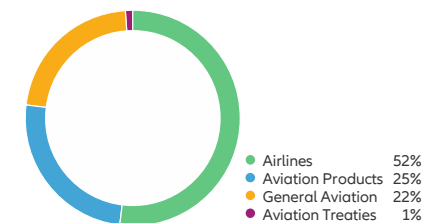
The Global Practice Group for Aviation Products oversees worldwide all claims related to the following risks:

Aviation Products
All-tier Aviation Manufacturers' Risks
Completed Operations / Products Hazard
Airports and Airfields
Hangar Keepers Liability
Repair Facilities (MROs) Space / Satellites

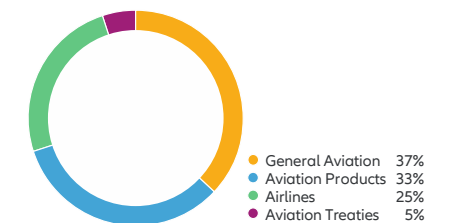
Our Claims Portfolio

AGCS has currently processed and handled over 218,287 Aviation claims (out of which 55,176 is for Aviation Products) from different regions and jurisdictions, bringing high level satisfaction to its customers and fulfilling promises to deliver the best possible claims service when our clients needs us most.

Aviation Claim Count per GPG



Aviation Gross Net Incurred (Eur)



Team Biographies



Cristina Schoen

VP, Global Head of Aviation Claims
+1 646 472 1599
cristina.schoen@agcs.allianz.com

Cristina Schoen is the Global Head of Aviation Claims as well as the Director of Airline Claims (US) at AGCS. Upon joining the company, she served as Senior Coverage Counsel specializing in Aviation. Cristina has over two decades' experience handling high-profile domestic and international claims as a defense attorney and senior claims manager. Prior to joining AGCS, Cristina led the airline claims division of a domestic US aviation insurer. She has extensive experience with aviation emergency response and crisis management, including onsite direction of insurer go-teams, with substantial NTSB interaction. While in the private practice of law, Cristina handled all facets of litigation, including trying cases to verdict and appellate and *pro bono* work. A frequent industry speaker, Cristina was recently named to *Risk & Insurance* magazine's "Executives to Watch in 2022" list. Cristina is licensed to practice law in the state and federal courts of New York and New Jersey and before the US Supreme Court. She completed the Science Honors Program at Columbia University, received her Bachelor of Arts with honors from the University of Notre Dame and her Juris Doctor from Villanova University School of Law.



Joerg Ahrens (Back up)

Head of Global Practice Group Aviation Products
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Since 2016 Jörg Ahrens has been Global Head of Key Case Management at Allianz Global Corporate & Specialty SE (AGCS), responsible for the Long Tail Line of Business Liability, Financial Lines, Aviation and ART and until 2019 also for all Short Tail LoBs. Since 2000 he has been working in the industry as outside counsel and with other insurance carriers (Gerling) before he joined AGCS in 2007 in Munich.

First as global product leader in Aviation UW he oversaw the Aerospace / Products area, developing pricing tools, securitization of Aviation cat risks and the global Aviation Products UW portfolio, to then becoming Head of Global Financial Lines Claims for all Common-Law-countries and Asia in 2010. 2013 he moved to Sydney, Australia to become Regional Head of Claims Australia in addition.

He is a German lawyer and solicitor (England & Wales) with academic focus on European- and Commercial Law, an MBA in insurance management and a Master in Business Law and with studies at the universities of Mannheim, Bristol, St. Gallen and London. He has been instrumental to drive new technologies at AGCS as well as the newly built Global Practice Group structure.



Mike Nicholls

Senior Aviation Claims Expert
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Mike.Nicholls@allianz.com

Mike Nicholls is a Senior Aviation Claims Expert in the claims team for AGCS in London.

He joined AGCS in October 2015, prior to which he held roles both as a Senior Aviation Claims Adjuster and Executive Aviation Broker.

Currently responsible for managing and negotiating claims for an extensive portfolio of international Aviation clients.

Mike has over 25 years' experience in the Aviation claims industry.



Michael Strauch, LL.M. (London)

Complex Claims Manager Aviation
+49 89 3800 4228
michael.strauch@allianz.com

Michael manages complex liability claims for Aviation CEE and is based in Munich. Before he joined Allianz Versicherungs AG / Deutscher Luftpool in November 1999 he practiced as a lawyer in Leipzig and Berlin. Since then he manages claims for Aircraft and Component Manufacturers, Airlines, Ground Handler, Airports and General Aviation.

Michael studied Law at the Universities of Augsburg and Heidelberg in Germany and qualified in 1992 with a State Examination. Following this he joined a Master program at the University of London, covering subjects of EC-Law and Air and Space Law. He is an active pilot since 1978.



Guillaume Cadillat

Claims Practice Leader Aviation and Space, Mediterranean & Africa
+33 (0) 1 58 85 8793
guillaume.cadillat@allianz.com

Guillaume started 15 years ago as a Property then Corporate Liability Claims Handler on major industrial risks at Gerling Konzern French Branch, then as MidCorp Property, Marine and ABL.

Being specifically in charge of Airbus fixed wings' major losses worldwide and Space claims for AGCS' portfolio.

He has 27 years of experience in Major Risks claims, including 12 years in Aviation and Space.

Claims Manager at Chubb Insurance Company of Europe before joining AGCS in 2009 as Aviation Products Liability Claims Manager then Regional Practice Leader.

Guillaume is holding a Master 2 in Insurance Law from La Sorbonne University in Paris.



Kevin W. Murphy, Esq.

Director, Products & Major Claims Unit
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Kevin W. Murphy is the Director, Aviation Products and Major Claims Unit with the Aviation Claims team at Allianz Global Corporate & Specialty (AGCS).

Prior to joining AGCS in 2008, Kevin practiced aviation defense litigation for nearly 19 years with a boutique aviation firm in Chicago.

During his tenure at AGCS, Kevin has handled complex aviation claims with an emphasis on products liability. Since entering the aviation defense industry in 1989, Kevin has held the distinction of never having handled a claim or lawsuit that did not involve aviation.

Kevin obtained his Bachelor of Science from the University of Illinois followed by his Juris Doctor from the University of Georgia School of Law. He is an active, instrument-rated private pilot.

Property

Property & Business Interruption

Global Practice Group Property & Business Interruption

The GPG Property & Business Interruption comprises designated experts from our Regional and Local Claims departments, as well as experts from Key Case Management within Chief Claims Office. The members of the Property & Business Interruption GPG are distinguished, long-standing leaders in their field with extensive knowledge and experience across a breadth of claims segments. In collaboration with our local and regional claims teams, the Global Practice Group oversees 114 different highly technical and complex claims that have a potential gross value of over \$/€ 1 million impact to AGCS.

Our Global Claims Team

The Global Practice Group team for Property & Business Interruption is formed by a team of 10 Claims professionals currently located in Germany, France, the United Kingdom, Singapore and the United States of America.

Property & Business Interruption	Location		
Scott Inglis	Chicago	Christopher Dye	Houston
Andreas Esser	Cologne	Damien Pang	Singapore
William Driesch	Paris	Martin Eckel	Munich
Patricia Honorin	Paris	Sam Bullock	Chicago
Martin Beswick	London	Stephen Cersine	Chicago

Our Focus

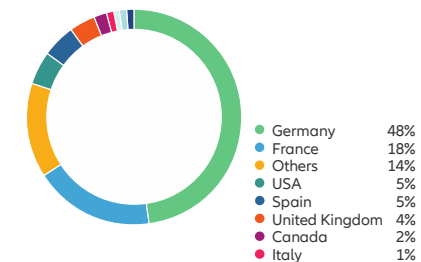
The Global Practice Group for Property & Business Interruption oversees worldwide all claims related to the following risks:

Property & Business Interruption
Heavy Industrial Manufacturing
Base Industries
MidCorp Property
Pharma / Chemical Food
Utilities and Services
IT Communications

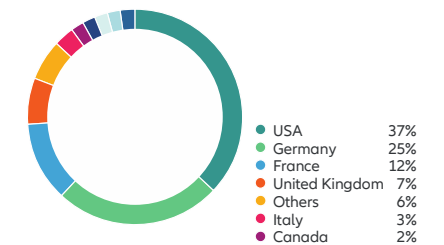
Our Claims Portfolio

AGCS has currently processed and handled over 261,066 Property claims from different regions and jurisdictions, bringing high level satisfaction to its customers and fulfilling promises to deliver the best possible claims service when our clients needs us most.

Property
Top 10 Loss Location by Claim Count



Property
Gross Net Incurred (Eur)



Team Biographies



Scott Inglis
Claims Director Global Claims Property & Business Interruption, North America
+1-312-224-3541
Scott.inglis@agcs.allianz.com

Scott has been handling 1st party Property claims for over 34 years.

He began working with AGCS in 1999 specializing in international programs for Property, Energy and Engineering lines of business. Scott moved to Zurich Insurance in 2012 where he managed a group of large loss adjusters, eventually moving to AVP of the Central Region where he was responsible for 30 adjusters.

Scott moved back to AGCS in 2015 as part of the Key Case Management group in the Chief Claims Office. He is now the Property Global Practice Head and also a GPG member for the Engineering group.

Scott graduated from the University of California at Santa Barbara with a Bachelor Arts degree in Economics and a Bachelor of Arts degree in Sociology.



Dr. -Ing. Martin Eckel
Executive General Adjuster
Global Claims Key Case Management
+49 89 3800 13229
Martin.Eckel@allianz.com

Martin has been with AGCS since 1998 starting his career as the Head of Complex Engineering claims.

He specialized in turbomachinery and power generation with an emphasis on Hydro and Renewables. He is also expert for material science and fracture mechanics. Martin moved the Chief Claims Office in 2016 and is the Head of the Engineering Global Practice Group. He is also a member of the Property Global Practice group.

Martin received his Masters degree in Mechanical Engineering from the University of Kaiserslautern and his Doctorate degree in Material Engineering from RWTH Aachen.

In addition to his formal education, Martin has written over 20 technical papers and lectured at VGB, VDI and other organizations.



Chris Dye
Claims Director Short Tail Corporate Property
+1.713.877.5598
christopher.dye@agcs.allianz.com

Chris is an Energy Insurance Claims specialist based in the USA. He joined Allianz in April 2013 having previously worked as an Independent Loss Adjuster since 1980.

A UK national, Chris has spent many years domiciled in the UAE, Australia and the US. He is specialized and primarily handling complex Upstream, Midstream and Downstream claims in the Energy Sector. Recent experience has also involved Wind and Solar losses.

Chris holds a bachelor's degree in Geology from the University of Lancaster and is an Associate of the Chartered Insurance Institute by qualification.



Damien Pang
Asia Pacific Regional Head Short Tail Claims
+65 6297 4003
Damien.pang@allianz.com

Damien Pang is the Regional Head of Short Tail Claims for the APAC Region. He oversees Property, Marine, E&C and Entertainment claims.

Damien graduated from the University of Singapore with a Honors Degree in Civil Engineering. He is a qualified engineer and has also previously worked as a loss adjuster before joining AGCS in 2009. He has more than 37 years of claims experience in the insurance industry.



Martin Beswick
Senior Property Claims Specialist
+44 (0) 203 4513675
Martin.beswick@allianz.com

Martin Beswick is a Senior Claims Specialist working for AGCS on the property claims team in Regional Unit London (RUL).

Martin has over 42 years' experience working in the London Insurance Market and has been with Allianz for 27 years. With the company he has held various key positions in the non-marine claims department and now specialises in handling high profile complex international property claims. He is also the Global Practice Group lead for Property claims in Regional Unit London.

His accolades include winning the Major Loss Prize at the British Insurance Awards.

Team Biographies



Sam Bullock
Managing Claims Director
North America – MidCorp
+1.704.603.8263
Sammie.bullock@agcs.allianz.com

Sam Bullock has been a claims professional for 42 years with experience handling a wide range of complex first party claims. He worked with Fireman's Fund as a Technical Director and transitioned to his current role with AGCS in 2018.

Currently, Sam manages a group of Executive General Adjusters specializing in the MidCorp line of business and reports directly to the North America Head of Shorttail claims.

He is also the Global GPG member for MidCorp claims.

Sam received his Bachelor of Arts degree in Business Management from North Carolina State University.

He also has an Associate in Claims designation from the Insurance Institute of America.



Stephen Cersine
Director Property Claims
+1.312.224.3697
Stephen.cersine@agcs.allianz.com

Stephen Cersine is the Director Property Claims for the Corporate Property, Energy & Construction claims team in the United States.

Stephen joined AGCS in 2019 in this managerial role following almost a decade with another large international carrier handling large and complex Property and Energy claims involving quota share, multi-national programs, and reinsurance.

Steve reports directly to the North America Head of Short Tail Claims as well as being a member of the Property Global Practice Group.

Stephen has a Juris Doctor degree from Hamline University School of Law, a Global Master of Business Administration degree from Thunderbird School of Global Management and a Bachelor of Science in Business Administration degree from North Dakota State University.



Andreas Esser
Senior Claims Specialist Claims Property
+49 (0) 221.9711401
Andreas.esser@allianz.com

Andreas Esser is a Senior Field Adjuster and GPG Member for the Property Line in Central & Eastern Europe region.

He is with Allianz since 1983 and hold various roles within claims departments.

Since more than 30 years he handles Property-/ BI-Claims of corporate clients.

Andreas has profound expertise in property telecommunication losses and other industrial business segments.



Patricia Honorin
Senior Field Handler Property Claims
+33 (0) 1 58 85 98 20
patricia.honorin@Allianz.com

Patricia started her career in 1974 in different Insurance Companies that were acquired by Allianz: PFA, AGF later AGCS. She joined the claims Property department as claim handler, handled litigation and major claims and finally joined the "inspection" department.

Patricia is in charge of large and complex international claims in the field of Property and Engineering and she also assist in smaller claims which require a specific intervention (negotiation, deny of coverage, etc.) with the client, the broker as well as third parties.

Patricia supports the clients around the world, in the scope of their claim handling. She also participates in the training of junior claim handlers and underwriters while providing feedback or wording reviews.

Patricia is also a GPG member for the MEDA region.



William Driesch
Senior Field Handler Property and Engineering
+ 33 (0)1.58.85.98.21
william.driesch@allianz.com

Trained as a lawyer with a Degree in Insurance, is William a Claims Field Handler at AGCS in France for the Property and Engineering claims.

He is in charge of major files or files with lesser stakes but which require negotiations with the insured or the third parties. He travels in his position all over the world to support our clients in the scope of their claims.

Furthermore, he also runs training sessions, particularly for underwriters, to make them aware of the wording of some clauses in the policies and the financial impact arising in the event of a claim. He provides technical support to the Claims Handlers if needed.

William joined the Allianz group in 1987 after starting his career with a competitor in a Legal Department.

He is a GPG member for the MEDA region.

Entertainment

Entertainment

Global Practice Group Entertainment

The GPG Entertainment comprises designated experts from our Regional and Local Claims departments, as well as experts from Key Case Management within Chief Claims Office. The members of the Entertainment GPG are distinguished, long-standing leaders in their field with extensive knowledge and experience across a breadth of claims segments. In collaboration with our local and regional claims teams, the Global Practice Group oversees 41 different highly technical and complex claims that have a potential gross value of over \$/€ 1 million impact to AGCS.

Our Global Claims Team

The Global Practice Group team for Entertainment is formed by a team of 3 Claims professionals currently located in Germany, United Kingdom and the United States of America.

Entertainment	Location	Special expertise
Teri Hernandez	California	?????
Rainer Bartzsch	Hamburg	Live & Production
Kiera Cottam	London	Live & Production

Our Focus

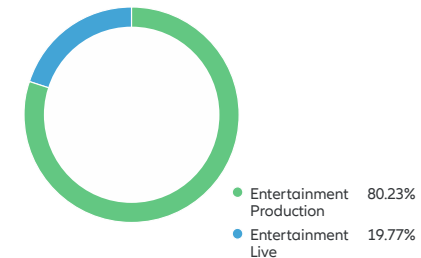
The Global Practice Group for Entertainment oversees worldwide all claims related to the following risks:

Entertainment	
Production Motion Picture Studio Productions TV Production Independent Films Advertising Agency DICE Wrap-Ups DICE: Documentaries, Industrial, Commercials and Educational productions Post-production Facilities	Live – Events & Sports Touring Entertainers Festivals Concerts Live Events Event Promoters / Producers Sport events/ teams/ leagues/ federations Corporate events/ fairs/ exhibitions Equipment rental Motorsport events/ teams/ associations/ governing bodies

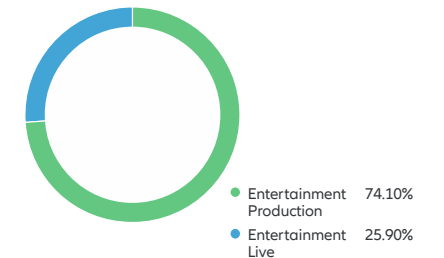
Our Claims Portfolio

AGCS has currently processed and handled over 60,476 Entertainment claims from different regions and jurisdictions, bringing high level satisfaction to its customers and fulfilling promises to deliver the best possible claims service when our clients needs us most.

Entertainment
Claim Count per Sub LoB



Entertainment
Gross Net Incurred (Eur)



Team Biographies



Rainer Bartzsch
Regional Head of Claims
Central & Eastern Europe
+49 40 3617 3679
Rainer.Bartzsch@allianz.com

Rainer Bartzsch started his career with Allianz 1985 and has over 30 years of claims experience.

After many years working as a Claims Handler in Liability, Property and Engineering, Rainer joined the Field Adjuster Team and accompanied our clients in many losses on a worldwide basis. His focus has been set on Large and Business Interruption Losses.

Since 2014 Rainer took over a Claims Management position with Marine and in 2016 he took over the position as Regional Head of Claims CEE.

Since 4 years he is also responsible for the Entertainment Claims within CEE.

Rainer has an extensive network within den Allianz Group also due to several stays in various offices in countries all over the world.



Kiera Cottam
Senior Property and Entertainment
Claims Adjuster
+44 20 3451 3246
Kiera.Cottam@allianz.com

Kiera has handling Property and Entertainment claims for 10 years.

She began working for AGCS in the UK Property team in 2012 and took up handling Entertainment claims when the Line of Business was introduced to AGCS in 2016. She specializes in handling First Party claims across Entertainment and Contingency.

Kiera graduated Bath University with a Bachelors of Science degree in Business Management and also holds a Diploma qualification from the Chartered Insurance Institute UK.

Teri Hernandez
Regional Head of Entertainment
Property Claims for North America
+1 818 972 3363
Teri.Hernandez@agcs.allianz.com

Teri Hernandez has been handling claims for 30 years.

Her experience spans both working as a General Adjuster for AGCS and has prior experience as an Independent Adjuster handling complex Property Claims.

She started her career with the Fireman's Fund/AGCS Entertainment Property claim team 20 years ago.

After 20 years as an adjuster and Team Lead in Entertainment, she assumed the Regional Head of Entertainment Property Claims position for North America.

Engineering

Engineering & Construction

Global Practice Group Engineering & Construction

The GPG Engineering & Construction comprises designated experts from our Regional and Local Claims departments, as well as experts from Key Case Management within Chief Claims Office. The members of the Engineering & Construction GPG are distinguished, long-standing leaders in their field with extensive knowledge and experience across a breadth of claims segments. In collaboration with our local and regional claims teams, the Global Practice Group oversees 202 different highly technical and complex claims that have a potential gross value of over \$/€ 1 million impact to AGCS.

Our Global Claims Team

The Global Practice Group team for Engineering & Construction is formed by a team of 10 Claims professionals currently located in Germany, France, the United Kingdom, Singapore, Belgium and the United States of America.

Engineering	Location			
Martin Eckel	Munich	David Wilson	London	
Christian Kolbe	Munich	Scott Inglis	Chicago	
William Driesch	Paris	Thomas Schwarz	Munich	
Patricia Honorin	Paris	Erik de Saegher	Antwerp	
Christopher Dye	Houston			

Our Focus

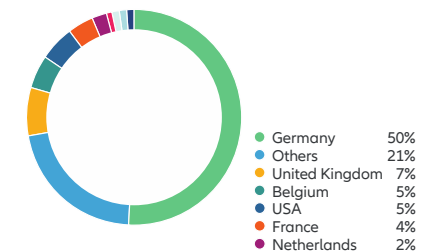
The Global Practice Group for Engineering & Construction oversees worldwide all claims related to the following risks:

Engineering
Power Generation and Distribution
OEM for Power
Building Construction
Infrastructure
Construction of chemical and petrochemical plants
Highways, bridges, etc.

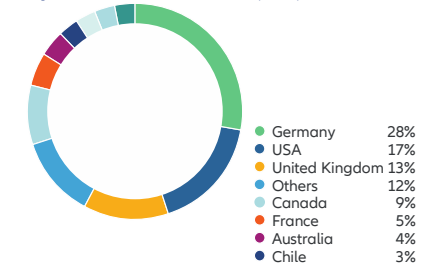
Our Claims Portfolio

AGCS has currently processed and handled over 140,337 Engineering claims from different regions and jurisdictions, bringing high level satisfaction to its customers and fulfilling promises to deliver the best possible claims service when our clients needs us most.

Engineering & Construction
Top 10 Loss Location by Claim Count



Engineering & Construction
Top 10 Loss Locations
by Gross Net Incurred (Eur)



Team Biographies



Dr. -Ing. Martin Eckel
Executive General Adjuster
Global Claims Key Case Management
+49 89 3800 13229
Martin.Eckel@allianz.com

Martin has been with AGCS since 1998 starting his career as the Head of Complex Engineering claims.

He specialized in turbomachinery and power generation with an emphasis on Hydro and Renewables. He is also expert for material science and fracture mechanics. Martin moved the Chief Claims Office in 2016 and is the Head of the Engineering Global Practice Group. He is also a member of the Property Global Practice group.

Martin received his Masters degree in Mechanical Engineering from the University of Kaiserslautern and his Doctorate degree in Material Engineering from RWTH Aachen.

In addition to his formal education, Martin has written over 20 technical papers and lectured at VGB, VDI and other organizations.



Scott Inglis
Claims Director Global Claims Property & Business Interruption, North America
+1-312-224-3541
Scott.inglis@agcs.allianz.com

Scott has been handling 1st party Property claims for over 34 years.

He began working with AGCS in 1999 specializing in international programs for Property, Energy and Engineering lines of business. Scott moved to Zurich Insurance in 2012 where he managed a group of large loss adjusters, eventually moving to AVP of the Central Region where he was responsible for 30 adjusters.

Scott moved back to AGCS in 2015 as part of the Key Case Management group in the Chief Claims Office. He is now the Property Global Practice Head and also a GPG member for the Engineering group.

Scott graduated from the University of California at Santa Barbara with a Bachelor Arts degree in Economics and a Bachelor of Arts degree in Sociology.



Chris Dye
Claims Director Short Tail Corporate Property
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christopher.dye@agcs.allianz.com

Chris is an Energy Insurance Claims specialist based in the USA. He joined Allianz in April 2013 having previously worked as an Independent Loss Adjuster since 1980.

A UK national, Chris has spent many years domiciled in the UAE, Australia and the US. He is specialized and primarily handling complex Upstream, Midstream and Downstream claims in the Energy Sector. Recent experience has also involved Wind and Solar losses.

Chris holds a bachelor's degree in Geology from the University of Lancaster and is an Associate of the Chartered Insurance Institute by qualification.



Christian Kolbe
Senior General Adjuster
Key Case Management
+49 89 3800 51641
Christian.kolbe@allianz.com

Christian is a Mechanical Engineer, born in Caracas and graduated at the Technical University of Munich.

After working in the automobile industry developing diesel engine components, he joined Insurance in 2008 working as an Independent Loss Adjuster for Onshore Energy, Property, Engineering and Construction losses in different countries of Latin America, such as Venezuela, Mexico and Argentina before leading a loss adjusting office in Brazil. He is specialist for turbomachinery and diesel engines.

He joined AGCS in 2018 and has been Claims manager and Field Adjuster for Engineering and Property in Germany before joining Global Claims Key Case Management, recently also dealing with wind/solar and IDI losses.

Team Biographies



Patricia Honorin

Senior Field Handler Property & Engineering Claims

+33 (0) 1 58 85 98 20

patricia.honorin@allianz.com

Patricia started her career in 1974 in different Insurance Companies that were acquired by Allianz: PFA, AGF later AGCS. She joined the claims Property department as claim handler, handled litigation and major claims and finally joined the "inspection" department.

Patricia is specialist for large and complex international claims in the field of Property and Engineering and she also assist in smaller claims which require a specific intervention (negotiation, deny of coverage, etc.) with the client, the broker as well as third parties.

Patricia supports the clients around the world, in the scope of their claim handling. She also participates in the training of junior claim handlers and underwriters while providing feedback or wording reviews.

Patricia is also a GPG member for the MEDA region.



William Driesch

Senior Field Handler Property and Engineering

+ 33 (0)1.58.85.98.21

william.driesch@allianz.com

Trained as a lawyer with a Degree in Insurance, is William a Claims Field Handler at AGCS in France for the Property and Engineering claims.

He is in charge and specialized for major files or files with lesser stakes but which require negotiations with the insured or the third parties. He travels in his position all over the world to support our clients in the scope of their claims.

Furthermore, he also run training sessions, particularly for underwriters, to make them aware of the wording of some clauses in the policies and the financial impact arising in the event of a claim. He provides technical support to the Claims Handlers if needed.

William joined the Allianz group in 1987 after starting his career with a competitor in a Legal Department.

He is a GPG member for the MEDA region.



Erik de Saegher

Executive General Claims Adjuster Mediterranean & Africa Region

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erik.desaegher@allianz.com

Erik is a Executive General Claims Adjuster, located in Belgium.

He has education in Economic Sciences and post University degree in Insurance management.

Erik has over 30 years experience and is specialized in the Insurance business (Property, Engineering, Liability and Financial Lines).



Dr. Thomas Schwarz

Field Adjuster Energy & Construction Central & Eastern Europe

+49 89 3800 13219

thomas.schwarz@allianz.com

Thomas was 1957 born in Cologne, studied mechanical engineering in Aachen and got Dr. degree in hydraulics.

Thomas started with Allianz in 1998 as claims manager in engineering especially international insurance cases- fronting.

Today, he is managing claims in heavy industry, Chemicals, Power (combustion engines).

Thomas is a specialist for hydraulics and diesel engines.



David Wilson

Global Head of Energy Claims

+44 20 3451 3660

+44 797 116 9672

David.Wilson@allianz.com

David is a degree qualified mining engineer and operationally experienced offshore oil and gas project engineer.

After working in industry David was as an independent loss adjuster specializing in offshore energy claims for 7 years before moving to claims handling for the Lloyd's market then independent insurers.

As Head of Energy Claims for AGCS since 2014, David has been proactively involved in settling many of the largest and most complex claims in the market including several over US\$1bn.

Energy

Energy

Global Practice Group Energy

The GPG Energy comprises designated experts from our Regional and Local Claims departments, as well as experts from Key Case Management within Chief Claims Office. The members of the Energy GPG are distinguished, long-standing leaders in their field with extensive knowledge and experience across a breadth of claims segments. In collaboration with our local and regional claims teams, the Global Practice Group oversees 84 different highly technical and complex claims that have a potential gross value of over \$/€ 1 million impact to AGCS.

Our Global Claims Team

The Global Practice Group team for Energy is formed by a team of 5 Claims professionals currently located in the United Kingdom, Germany and the United States of America.

Energy	Location	Special expertise
David Wilson	London	All Energy risks
Mark Williams	London	Onshore and Offshore Energy
Christopher Dye	Houston	All Energy risks

Our Focus

The Global Practice Group for Energy oversees worldwide all claims related to the following risks:

- Energy

- Onshore Energy

- Offshore Energy

- Operational Power

- Offshore Construction

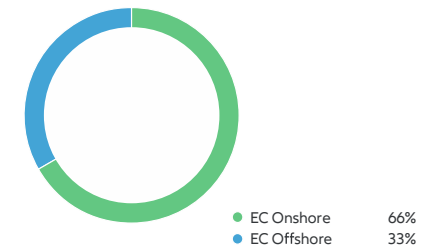
- Operational Mining

- Renewable Energy

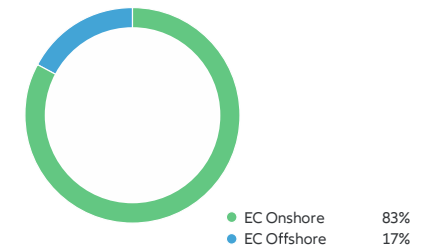
Our Claims Portfolio

AGCS has currently processed and handled over 6.058 Energy claims from different regions and jurisdictions, bringing high level satisfaction to its customers and fulfilling promises to deliver the best possible claims service when our clients needs us most.

Energy
Claim Count per Sub LoB



Energy
Gross Net Incurred (Eur) per Sub LoB



Team Biographies



David Wilson
Global Head of Energy Claims
+44 20 3451 3660
+44 797 116 9672
David.Wilson@allianz.com

David is a degree qualified mining engineer and operationally experienced offshore oil and gas project engineer.

After working in industry David was as an independent loss adjuster specializing in offshore energy claims for 7 years before moving to claims handling for the Lloyd's market then independent insurers.

As Head of Energy Claims for AGCS since 2014, David has been proactively involved in settling many of the largest and most complex claims in the market including several over US\$1bn.



Mark Williams
Senior Claims Expert – Regional Unit London
Property, Energy & Construction
+44 20 3451 3686
mark.williams@allianz.com

Mark is an Energy Insurance Claims specialist based in the UK with 23 years' experience in the London Insurance market.

He joined Allianz in January 2007 having previously worked at a Lloyds Syndicate, a leading Insurance company and a broking house.

Mark primarily handles complex Upstream, Midstream and Downstream claims in the Energy Sector.



Christopher Dye
Claims Director Short Tail Corporate Property
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christopher.dye@agcs.allianz.com

Chris is an Energy Insurance Claims specialist based in the USA. He joined Allianz in April 2013 having previously worked as an Independent Loss Adjuster since 1980.

A UK national, Chris has spent many years domiciled in the UAE, Australia and the US. He is specialized and primarily handling complex Upstream, Midstream and Downstream claims in the Energy Sector. Recent experience has also involved Wind and Solar losses.

Chris holds a bachelor's degree in Geology from the University of Lancaster and is an Associate of the Chartered Insurance Institute by qualification.

Marine

Marine Hull

Global Practice Group Marine Hull

The GPG Marine Hull comprises designated experts from our Regional and Local Claims departments, as well as experts from Key Case Management within Chief Claims Office. The members of the Marine Hull GPG are distinguished, long-standing leaders in their field with extensive knowledge and experience across a breadth of claims segments. In collaboration with our local and regional claims teams, the Global Practice Group oversees 59 different highly technical and complex claims that have a potential gross value of over \$/€ 1 million impact to AGCS.

Our Global Claims Team

The Global Practice Group team for Marine Hull is formed by a team of 6 Claims professionals currently located in Germany, France, the United Kingdom, Singapore and the United States of America.

Marine Hull	Location
Régis Broudin	Paris
Ina Prott	Hamburg
Florian Krampitz	Chicago
Paul Warren	London
Joyce Ghattas	Paris
Laurence Biard	Singapore

Our Focus

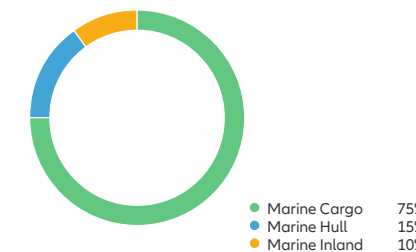
The Global Practice Group for Marine Hull oversees worldwide all claims related to the following risks:

Marine Hull	
Blue Water Hull	Brown Water and Yachting activities
Building Risks	and many more...
Ships collision international rules	
Salvage award negotiations	
Loss Adjustment practices	

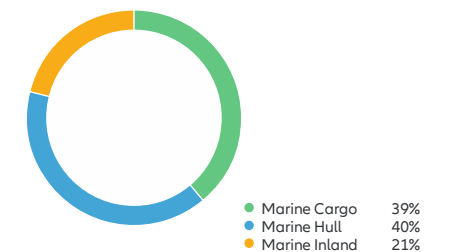
Our Claims Portfolio

AGCS has currently processed and handled over 1,084,501 (out of which 161,987 is Marine Hull) claims from different regions and jurisdictions, bringing high level satisfaction to its customers and fulfilling promises to deliver the best possible claims service when our clients needs us most.

Marine
Claim Count per Sub LoB



Marine
Gross Net Incurred (Eur)



Team Biographies



Régis Broudin
Global Head of Marine Claims
+33 1 58 85 99 46
regis.broudin@allianz.com

Régis has 28 years Claims experience.

He joined AGCS in 2014 as Head of Marine Claims for Mediterranean region and was appointed as Global Head of Marine Claims in 2019. Prior to joining AGCS he held leadership roles at AXA Corporate Solutions, as Head of Marine Claims and also Head of Corporate Claims.

Régis is the Chairman of Cesam, a French Market organisation consisting of all French Marine insurers that provides services to the market and clients, including an international network of Marine Average Agents and Surveyors.

Régis has a Master's degree in Marine Law from Brest University.



Ina Prott
Complex Claims Manager Marine
+49 40 3617 2290
ina.prott@allianz.com

Ina has been the Head of the Marine Complex Claims Team in Central and Eastern Europe since September 2021 and is based in Hamburg.

She joined AGCS in 2014 as Senior Claims Specialist and has handled a variety of large Hull & Machinery claims including major casualties involving collision liability and General Average as well as Builder's Risk / Shiprepairer's Liability and Yacht claims.

Prior to joining AGCS she worked for Hapag-Lloyd AG.

Ina holds a diploma in Business Administration and has 20 years of experience working in the shipping industry.



Florian Krampitz
Director Marine Claims
+49 40 3617 3450
florian.krampitz@agcs.allianz.com

Florian has been the AGCS Marine Claims Director in NA since September 2021.

Florian joined AGCS in 2008 and held Marine Hull Claims and Marine Complex Claims positions in Central and Eastern Europe and after a first position as Sales Underwriter Marine Hull.

I previously worked for a German marine insurance broker.

He is a Board Member of the German Marine Market Association as well as the Hamburg Insurance Stock Exchange.

Florian obtained a law degrees from the University of Hannover (Germany) and Kiel (Germany) and has specialized in Admiralty law at the University of Southampton.



Paul Warren
Senior Claims Expert
+44 20 3451 3833
paul.warren@allianz.com

Paul is a Senior Claims Expert for the Marine Claims Team in Regional Unit London (RUL) at AGCS.

Paul has been with Allianz since 1994 and has over 30 years' experience in Insurance, mostly within Marine and 18 years in Hull, as well as an extensive knowledge of the London Market.

Paul has handled all types of Marine Claims, including Hull, Cargo, Ports and Terminal Property and Liability, Yachts, Freight Liability, and Excess of Loss Reinsurance, although has specialised primarily in Hull, which has also included over the years some Protection and Indemnity, Comprehensive General Liability, Mortgagees Interest, War, Increased Value and Loss of Hire as well.

Paul is an Associate of the Chartered Insurance Institute by examination and a Chartered Insurer.



Joyce Ghattas
Senior Claims Adjuster Marine
+33 1 58 85 87 53
joyce.ghattas@allianz.com

Joyce is a Senior Hull Claims Adjuster based in France.

After a first experience as shipbroker, she joined AGCS Marine Paris office in 2009.

She is specialized in handling complex claims and issuing Loss Adjustment for Hull & Machinery and Builder's Risk clients.

She owns a Post-graduate degree in Business Law from the University of Montpellier and a Master degree in Transportation Law from the University of Lyon.



Laurance Biard
Senior Claims Specialist
+65 6395 2118
laurance.biard@allianz.com

Laurance is a Senior Hull claims Specialist based in Singapore.

She joined AGCS France in 2005 and held a Marine Hull Claims Handler position before to be appointed as Marine Hull Claims Team leader. She moved to AGCS Singapore in 2018.

Prior to joining AGCS she worked for a P&I Club correspondent in Paris.

She has a 15 years experience in Marine Insurance sector. She is specialized and primarily handling complex hull and liability claims. She also handles Energy Offshore claims.

Laurance holds a Master's degree in Maritime Law from Southampton and Nantes universities.



Marine Cargo

Global Practice Group Marine Cargo

The GPG Marine Cargo comprises designated experts from our Regional and Local Claims departments, as well as experts from Key Case Management within Chief Claims Office. The members of the Marine Cargo GPG are distinguished, long-standing leaders in their field with extensive knowledge and experience across a breadth of claims segments. In collaboration with our local and regional claims teams, the Global Practice Group oversees 58 different highly technical and complex claims that have a potential gross value of over \$/€ 1 million impact to AGCS.

Our Global Claims Team

The Global Practice Group team for Marine Cargo is formed by a team of 8 Claims professionals currently located in France, Brazil, the United Kingdom and the United States of America.

Marine Cargo	Location
Régis Broudin	 Paris
Florian Krampitz	 Chicago
Thomas Curran	 New York
Thibault Dablemont	 Paris
Georges Maueau	 Paris
Gabriela Rosa	 Sao Paulo
Kevin Whelan	 London

Our Focus

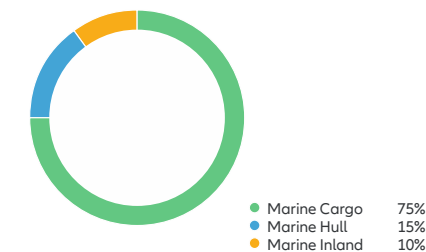
The Global Practice Group for Marine Cargo oversees worldwide all claims related to the following risks:

- Marine Cargo
- Industrial Cargo
- Bulk Commodities
- Project Cargo
- Truck and Freight Forwarder Liability
- General Average Handling
- And many more...

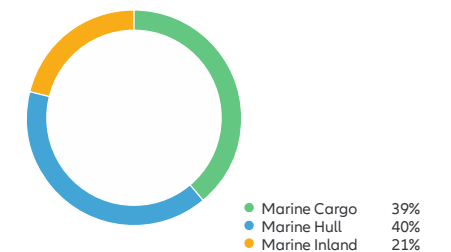
Our Claims Portfolio

AGCS has currently processed and handled over 1,084,501 (out of which 814,701 is Marine Cargo) claims from different regions and jurisdictions, bringing high level satisfaction to its customers and fulfilling promises to deliver the best possible claims service when our clients needs us most.

Marine
Claim Count per Sub LoB



Marine
Gross Net Incurred (Eur)



Team Biographies



Régis Broudin
Global Head of Marine Claims
+33 1 58 85 99 46
regis.broudin@allianz.com

Régis has 28 years Claims experience.

He joined AGCS in 2014 as Head of Marine Claims for Mediterranean region and was appointed as Global Head of Marine Claims in 2019. Prior to joining AGCS he held leadership roles at AXA Corporate Solutions, as Head of Marine Claims and also Head of Corporate Claims.

Régis is the Chairman of Cesam, a French Market organisation consisting of all French Marine insurers that provides services to the market and clients, including an international network of Marine Average Agents and Surveyors.

Régis has a Master's degree in Marine Law from Brest University.



Thomas Curran
Senior Claims Team Leader
+1 646 472 1425
Thomas.Curran@agcs.allianz.com

Tom joined Fireman's Fund/AGCS in 2006 and is currently responsible for managing a team of 8 marine claims adjusters.

He has over 23 years of experience in handling marine claims and has also handled marine cargo subrogation claims in the past.

Prior to joining Fireman's he was a Sr. Marine Cargo Claims Adjuster and Subrogation Specialist at Sompo Japan Insurance Company of America for eight (8) years.

Tom holds a B.S. in Business Management from Saint Peter's University.

Team Biographies



Thibault Dablemont
Senior Cargo Claims Specialist
+33 1 58 85 57 58
thibault.dablemont@allianz.com

Thibault is a Senior cargo claims specialist (Indemnisateur Marine) based in France. He joined AGCS Paris in 2015.

Thibault has 20 years experience in Marine Insurance sector as Claims handler.

He is specialized and primarily handling complex Cargo industrial and commodities claims.

Prior to joining AGCS he worked for insurance companies as AXA CS and Groupama and for French Marine Insurance brokers).

Thibault holds a Master's degree in Contract Law and in Liability & Insurance from University of Lille. He has been teaching Marine Insurance in Rouen University since 2012.



Georges Maueau
Senior Cargo Claims Specialist
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Georges is a Senior cargo claims specialist (Indemnisateur Marine) based in France. He joined AGCS in 2013.

Georges has 20 years experience in Marine Insurance sector as maritime carrier, cargo surveyor, claims adjuster, marine and PDBI underwriter.

He is specialized and primarily handling complex Cargo industrial and commodities (petroleum) claims.

Prior to joining AGCS he worked for AON France as Marine and PDBI broker for 7 years.

Georges holds a Master's degree in Maritime Law from the University of Brest.



Gabriela Rosa
Claims Manager IberoLatam
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Gabriela is a claims manager in AGCS Brazil, focused in short tail and specialized in Marine Cargo claims.

She joined AGCS Brazil in 2015

She has 14 years of experience in claims handling, dealing with attritional and large / complex losses.

Prior to joining AGCS she worked for large companies such as Unibanco AIG and Itaú Unibanco, where she started her journey in the insurance industry.

Gabriela is graduated in Business with an MBA in Insurance and Reinsurance.



Florian Krampitz
Director Marine Claims
+49 40 3617 3450
florian.krampitz@agcs.allianz.com

Florian has been the AGCS Marine Claims Director in NA since September 2021.

Florian joined AGCS in 2008 and held Marine Hull Claims and Marine Complex Claims positions in Central and Eastern Europe and after a first position as Sales Underwriter Marine Hull.

I previously worked for a German marine insurance broker.

He is a Board Member of the German Marine Market Association as well as the Hamburg Insurance Stock Exchange.

Florian obtained a law degrees from the University of Hannover (Germany) and Kiel (Germany) and has specialized in Admiralty law at the University of Southampton.



Kevin Whelan
Head of Marine Claims
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Kevin has been with Allianz for 29 years and has some 40 years experience in the London market handling and adjusting various types of complex international Marine insurance and reinsurance claims. These include complex Cargo, Hull, Marine Liability and Excess of Loss claims. He currently represents AGCS on the London Market Joint Marine Claims Committee on which he has previously served as chairman.

Forward looking statements

The statements contained herein may include prospects, statements of future expectations and other forward-looking statements that are based on management's current views and assumptions and involve known and unknown risks and uncertainties. Actual results, performance or events may differ materially from those expressed or implied in such forward-looking statements. Such deviations may arise due to, without limitation, (i) changes of the general economic conditions and competitive situation, particularly in the Allianz Group's core business and core markets, (ii) performance of financial markets (particularly market volatility, liquidity and credit events) (iii) frequency and severity of insured loss events, including from natural catastrophes, and the development of loss expenses, (iv) mortality and morbidity levels and trends, (v) persistency levels, (vi) particularly in the banking business, the extent of credit defaults, (vii) interest rate levels, (viii) currency exchange rates including the Euro/U.S. Dollar exchange rate, (ix) changes

in laws and regulations, including tax regulations, (x) the impact of acquisitions, including related integration issues, and reorganization measures, and (xi) general competitive factors, in each case on a local, regional, national and/or global basis. Many of these factors may be more likely to occur, or more pronounced, as a result of terrorist activities and their consequences.

No duty to update

The company assumes no obligation to update any information or forward-looking statement contained herein, save for any information required to be disclosed by law.