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#### Business Experience

Over 40 years of significant and diversified experience in the management and direct handling of investigations, evaluations, litigation and the resolution of excess/surplus line and international claims. Trained and directed claim staffs, both domestic and foreign. Managed defense counsel panel and related cost controls. Implemented and managed quality control, audit protocol, strategic planning and best practices. Authored numerous articles and research documents for underwriters, brokers, professional publications and insurer publications. Retired in 2011 as Chief Claims Officer. Joined a small consulting firm in 2012 as SVP and worked with them until my second retirement in 2019.

Served on the Board of Directors of the International Association of Claim Professionals (fka as Excess/Surplus Lines Claims Association) as a member, officer and head of the Education Committee during my career. Additionally, served as editor of *Declarations*, the magazine published by the Association.

#### Volunteer Experience

Served on the Board of Directors for Cape Sound Condominium Association in Fernandina Beach from 2013 until 2020. Board Secretary for three years and as board President for four years. Procured a significant settlement in excess of \$1m while working as liaison with the law firm hired to pursue the Association's construction defect claims.

Served on the Board of Directors for Fernandina Beach Friends of the Library from 2015 until 2020. Chaired the FOL Book Sales for three years, raising approximately \$23,000 each year for the library. As VP, along with communication responsibilities, was involved in the planning of the annual Story Slam fundraisers and Shrimp Fest parking fundraisers. Volunteered at various FOL events throughout my tenure on the Board.