

# Meet Our Dedicated Australian Based Claims Management Service at Berkley Insurance Australia

“Play Fair, Pay Early”

The Claims team at Berkley Insurance Australia is proud of their claims philosophy and ensures in all cases that it is applied to our claims service offering. When a Berkley Insurance Australia policy responds to a claim we understand that our brokers and clients expect to be treated as individuals by an insurer who understands the unique risk exposures that affect their business.

Berkley Insurance Australia recognises that its customers expect and deserve an experienced claims management service. The hand-picked, highly trained and experienced claims management professionals centrally located in Sydney are proactive in recognising and paying claims that arise under any policy of insurance written by our specialist and professional team of underwriters.

Our Claims team are specialists in those risk classes that are underwritten by Berkley Insurance Australia's business. In the event of a claim, each member of our team is required to work closely with Berkley Insurance Australia's broker and if appropriate the individual underwriters to ensure the best possible outcome for everyone.

## Mr William Robert Berkley had this to say recently about the importance of claims management:

“We are proud that we continue to believe that treating our customers fairly and appropriately is one of our competitive advantages. The insurance business is an extremely competitive industry. We believe that people ultimately purchase insurance to have their claims paid appropriately, in accordance with the policy terms, and in the long run this greatly enhances our business.”

Our parent company is a wise choice W. R. Berkley Corporation is a Fortune 500 company listed on the New York Stock Exchange. Its financial strength was given a rating of “A+ (Strong)” by Standard & Poor's and “A+ (Superior)” by A.M. Best Company. The company is fully authorised and regulated by the Australian Prudential Regulatory Authority (APRA), the prudential regulator of the Australian financial services industry.



**Sydney**

**Brisbane**

**Melbourne**

**Adelaide**

**Perth**

### Claims Contact

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Berkley Insurance Australia is a registered business name of Berkley Insurance Company ABN 53 126 559 706 an APRA authorised insurer.



**Berkley**  
Insurance Australia

| a Berkley Company

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## Barbara Stenning

**National Head of Claims (Solicitor)**  
**+61 2 9275 8508 (Direct)**

Barbara leads the team as the National Head of Claims for Berkley Insurance Australia.

Barbara's extensive experience in claims management with a particular focus on the defence of complex-litigated and non-litigated claims in all specialty lines of business underwritten by Berkley Insurance Australia, makes Barbara one of the insurance industry's most experienced claims persons.

Barbara has worked in various high-profile leadership roles across the insurance industry over a 20-year period. Most notably, Barbara was the CEO of a leading American Insurer, in Australia.

Barbara combines these experiences with qualifications in law and health. Barbara's unique profile brings to her clients a highly developed understanding of a wide and complex range of issues.

## Andrew Clark

**Senior Claims Adjuster**  
**+61 2 9275 8530 (Direct)**

Andrew has over three years' experience in the insurance industry, having worked previously with a major Australian insurer. Andrew has been recognised for his personal dedication and commitment to hundreds of victims of natural disasters such as those affected by flooding and bushfires.

Our clients have already recognised Andrew as a significant member of the Claims team due to his unwavering support of his clients, especially when claims have been made against them. Andrew has completed his qualification in Financial Services and General Insurance through ANZIIF.

## Paul Galloway

**Senior Claims Adjuster**  
**+61 2 9275 8511 (Direct)**

Paul is an experienced claims professional who has worked in both local and London markets. Most recently he worked in-house for Global law firm DLA Piper providing a tailored claims service to a significant Berkley Insurance Australia corporate client.

Paul has experience in the management of a variety of claims across the classes of business underwritten at Berkley Insurance Australia particularly in the Australian financial sector.

Paul's commerce degree and study to become a member of the Chartered Institute of Management Accountants (CIMA) brings an invaluable resource to the team.

## Kerry McManus

**Senior Claims Adjuster**  
**+61 2 9275 8539 (Direct)**

Kerry is a legally qualified insurance professional specialising in medical malpractice and professional indemnity. Kerry has experience in claims both nationally and internationally. Kerry started her career in a private litigation practice in Ireland, before moving to Australia and taking up a claims role in a niche allied health insurer.

Kerry moved on to work with a major international insurer where she managed a portfolio of high profile blue chip clients including private hospitals. Kerry's role at BIA sees her managing a varied portfolio, including significant claims for and health professionals, lawyers and accountants.

## Michael Hackett

**Senior Motor Claims Adjuster**  
**+61 2 9275 8523 (Direct)**

Michael has several years' experience in the insurance industry working for both local and global insurers. Michael's early experience in short tail claims brings a nuanced view of claims management to the team honing his exemplary communication skills during difficult negotiations which are underpinned by his undergraduate studies in marketing.

Michael also holds a Graduate Certificate in Business Administration and continues to work towards his Masters, providing him with a more holistic view of his claims role within the organisation, whilst further aligning him to BIA's philosophy to maintain a relational and reflexive relationship with all our stakeholders.

Michael's work crosses all lines of BIA's business including M&A claims.

## Abhishek Chaudhary

**Claims Adjuster**  
**+61 2 9275 8545 (Direct)**

Abhi is a thorough and motivated professional with several years' insurance experience working for a major self-insurer. Abhi has a naturally empathetic skill set that results in excellence in his service offering.

His analytical mind, as a result of his Masters of Accounting training, and sincere and enthusiastic commitment to work as part of a team that holds client expectations as central to its business makes him ideally suited to be a valuable asset to BIA's claims team.

Communication sits at the core of Abhi's value proposition of managing claims proficiently across several lines of BIA's business.

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## Kristy Beaumont

Claims Adjuster

+61 2 9275 8565 (Direct)

Kristy has over 15 years of claims experience working for several leading American Insurers in general insurance.

Kristy has been responsible for the assessment of varying claims including, but not limited to, D&O, PI, Employment Practices Liability, Public & Products Liability, Medical Malpractice, Technology – E&O, Rolling Stock, Marine, Property, ISR, Accident & Health, Income Protection, TPD.

Prior to her commencement at BIA, Kristy's claims role oversaw the adjustment of self-insured Income Protection Claims portfolio of all staff at a notoriously large Property and Infrastructure Company.

Kristy is a strong addition to the BIA claims team and continues to evolve and adapt to requirements of the Insurance market and is currently undertaking a qualification in General Insurance through ANZIIF.

## Doris Mihajlovic

Junior Short Tail Claims Adjuster

+61 2 9275 8569 (Direct)

Doris has five years' experience in customer service and three years in the insurance building sector and is now up-skilling in general insurance claims.

Doris's university training enables her to optimize outcome through problem solving and critical thinking.

Doris's role at BIA is focused on processing new short tail claims and notifications. Communication with our brokers and managing our insured's small but varied portfolio of short term claims will ensure that Doris develops a strong alignment with BIA's claims philosophy.

## Darren Quek

Claims Adjuster

+61 2 9275 8507 (Direct)

Darren has many years of experience in the insurance industry, starting his career overseas as an auditor for an international accounting firm then later as a solicitor in NSW for several national law firms in the insurance litigation field.

Prior to joining BIA, Darren worked in-house as a claims solicitor for one of Australia's largest supermarket chains handling its liability claims. Darren's experience sees him adopting a strategic approach to claims management to achieve an optimal outcome for stakeholders.

Darren is responsible for the day-to-day management of a wide variety of claims nationally in the professional indemnity, public liability and management liability space including claims against health professionals, accountants, lawyers and construction professionals and is a strong addition to the BIA claims team.

## Fraser King

Claims Adjuster

+61 2 9275 8512 (Direct)

Fraser has over 10 years' experience in the insurance industry working for major Australian Insurers and during this time has gained valuable claims experience across many insurance products.

Fraser brings a professional approach to claims management and strives to obtain favourable outcomes for our clients.

Good communication skills and placing great value in being empathetic when supporting our clients in difficult circumstances sets Fraser apart from ordinary claims staff and makes him a valued member of the BIA claims team.

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