



CURRICULUM VITAE
David W. Mandt, CPCU, ARc

EDUCATION

B. A. (Sociology)	College of Wooster Wooster, Ohio
Graduate Program (M.A. Candidate) (Mass Communications)	University of Denver Denver, Colorado

PROFESSIONAL EDUCATION AND DEVELOPMENT

Chartered Property Casualty Underwriter (CPCU) Professional Designation (1986)	American Institute for Property Liability Underwriters
CPD Certification (Continuing Professional Development)	CPCU Society
Associate in Reinsurance	Insurance Institute of America
Associate in Risk Management Program ARM 55	Insurance Institute of America

RELEVANT PROFESSIONAL EXPERIENCE

SAFECO Insurance Companies

Branch Claim Manager 1978-1982	Albuquerque, NM
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Direct primary management responsibility for multiple claim offices in multi-state area. Assist in development and monitor implementation of claim objectives and handling guidelines. Selection and performance assurance of primary panel defense counsel. Day-to-day accountability for staffing, employee performance assessment and review through file audit, coaching and counseling. Management of unallocated adjustment expense through budget development and management control. Staff recruitment, hiring, salary administration. Improved employee performance and customer service levels through file and practice audits, training and development. Primary claim responsibility for interaction with insurance regulatory officials.



Region Casualty Claim Analyst
1982 - 1988

Denver, CO

Intense secondary technical supervision of major third-party liability losses and first party claims against the company in a seven-state area, including "bad faith" claims and litigation. Assist Region Claim manager in development and implementation of claim department objectives, budgets. Management of loss severity, allocated adjustment expense through development and implementation

Assistant Director, Casualty Claims
1988 - 1995

Seattle, WA

National supervision of regional level analysts re major environmental, third-party liability losses and first party claims. Emphasis on "bad faith" claims and similar direct claims and litigation. Claim audit of region offices/personnel to maximize attainment of company claim adjusting standards and compliance with Unfair Claim Practices statutes. Interaction with corporate risk management personnel and reinsurers on ceded claims. Coordination and evaluation of reinsurance audits.

Claim Director / Assistant Vice President
Assistant Vice President
Director, Environmental & Toxic Tort Claims
Director, Special Claim & Litigation Management Services
1995 - 2002

Seattle, WA

Development and management of technically specialized claim group dealing with environmental, asbestos, toxic exposure claims including mold bodily injury exposures. Development and implementation of corporate environmental file handling standards and procedures. Established and implemented environmental claim audit program to ensure compliance and observance of Unfair Claim Practices Acts. Determination of group claim objectives and expense management. Overall accountability for claim group performance including "bad faith" and other direct claims against the company. Budget development and management control. Management of allocated adjustment expense levels and loss payment standards. Staffing, performance assessment and appraisal. Interaction with reinsurers on specific claims. Coordination of reinsurance audits.

Responsibility expanded (2001) to include construction defect specialty claim group and special risk claim group in runoff status dealing with excess/surplus lines products.

Claim Technical Consultant
2002 - 2005

Seattle, WA

Post-department reorganization, member of newly-organized enabling team responsible for development and implementation of innovative claim resolution techniques to speed resolution, reduction of cycle time, expense moderation and restraint of claim severity. across liability business lines. Development and implementation of advanced negotiation, mediation, arbitration, alternative settlement strategies. Developed and implemented automated legal invoicing solution and national litigation best practices. Shared responsibility for development and implementation of Claim Roundtable dealing with disposition of high potential exposures across all product lines.

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Professional Claim & Loss Consulting

Managing Director
2006 -

Seattle-Tacoma-Olympia, WA
Home office: Elma, Washington

Licensed professional adjuster (WA, AK) and claim expert/consultant providing a balanced practice of multi-state litigation support, claim resolution, consulting and expert witness services and expertise to the industry, insurers, self-insurers and insurance community on a highly cost-effective and efficient basis.

PROFESSIONAL MEMBERSHIPS AND AFFILIATIONS

Northwest Environmental Claims Association

Chair 1994 - 1995
Co-Chair 1993 - 1994

CPCU Society - Pacific NW Chapter

Vice President, President Elect, President (2001 – 2004) 1988 -

CPCU Society

National Claim Section Committee 1998 -

Seattle Claim Adjusters Association

2006 -

Puget Sound Claim Managers Council

2008 -

Northwest Insurance Coverage Association

2006 -

Council on Litigation Management

Fellow 2008 -
State Co-Director

LICENSES

State of Washington

Independent Insurance Adjuster
Public Insurance Adjuster

2006 to present
2009 to present

State of Alaska

Insurance Adjuster

2009 to present



CONTACT INFORMATION

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