



Paul B. McKeown, CPCU, AIC, AIM
Kansas City

November 2008 – Present
Litigation Adjusters, Inc. Kansas City, KS

Position: Senior Adjuster

- Attend mediations, settlement conferences and monitor trials.

December 2004 – May 2008
American International Group (AIG), Overland Park, KS

Position: Director, Complex Claims

- Direct, negotiate, and resolve the most complex claims typically involving multiple parties, coverage issues, litigated matters, and exposures in excess of \$150,000

May 2001 - September 2003
Farm Bureau – Nodak Mutual Insurance Company/American West Insurance Company, Fargo, ND

Position: Senior Vice President Claims

- Managed 4 direct reports and claims staff of 30
- Restructured claim department inclusive of changing department organizational structure, defining performance objectives for each position, consolidation of field offices, and consolidation of litigation, injury, no-fault, and fast track claims
- Created performance metrics including customer service results, reserving, closing ratios, file management, and timely payments
- Developed claim audit program and trend sheets to measure staff performance and achieved results in excess of 90%



- Created Claims Customer Service Surveys and achieved results in excess of 90% overall satisfaction
- Negotiated third party agreements to improve service and reduce expenses including Enterprise Rent-A-Car, Alliance Claims Solutions (Glass), Direct Repair Program, and Estimate Review Program
- Reduced loss adjusting expense ratio as compared to other Farm Bureau companies

October 1985 – May 2001

Minnesota Mutual Fire & Casualty/Harleysville Insurance Group

Edina, MN

**Positions: Automobile Liability/No-Fault Manager – Midwest Service Center
 Manager of AIG (Serviced as TPA)
 Casualty Claims Supervisor
 Litigation Specialist
 Claim Representative I, II, III**

- Promoted six times during 15 year tenure
- Managed 7 direct reports and in excess of 60 individuals
- Instrumental in the restructuring of the Midwest Claims Service Center for the Harleysville Group subsequent to their purchase of Minnesota Mutual Fire & Casualty in 1998. Hired 23 claims representatives, managed the transfer of in excess of 3000 liability and no-fault files involving ten states, and implemented the new systems and policy/procedure training
- Successfully managed AIG units as a TPA wherein claims staff grew from an initial two adjusters to in excess of 30
- Created Litigation Management Program reducing litigation expenses by \$500,000 on an annual basis
- Recognized as top performer at each claim representative position



October 1984 – October 1985

National Family Insurance/All Nation Insurance, St. Paul, MN 55110

Position: Multi-line field adjuster

- Handled multi-line claims in the field
- Experienced merger between National Family and All Nation Insurance

Associations:

National Association of Mutual Insurance Companies (NAMIC)

Property Casualty Insurance Association of American (PCI)

National Association of Independent Insurers (NAII)

Twin City Claims Association

North Dakota Claims Association

Board Member – North Dakota Automobile Assigned Claim Plan

Board Member – North Dakota Insurance Guaranty Association

Board Member – Nodak Mutual Insurance Foundation

Designations:

Certified Property Casualty Underwriter (CPCU), Insurance Institute of America, Malvern, PA

Associate in Management (AIM), Insurance Institute of America, Malvern, PA

Associate in Claims (AIC), Insurance Institute of America Malvern, PA



Education:

(May 1980 – May 1984) Bachelors of Science Degree (B.S.), Business Administration and Management, Southwest State University, Marshall, MN