



THOMAS E. NICHOLS, CLMP, AIC, CPCU

Indianapolis, IN

PROFESSIONAL EXPERIENCE

Litigation Adjusters, Inc.

May 2018 - Present

Senior Adjuster

Attend Mandatory Settlement Conferences, Small Claims and Monitor Trials.

Liberty Mutual Insurance

1982 – 2018

Litigation Manager; Indianapolis, Indiana

Under limited supervision and in collaboration with Commercial Lines Liability Product Team, performed a wide variety of functions associated with maximizing effectiveness of claims litigation management and Allocated Legal Expense. Assisted Regional VP's and Claims Managers in developing and reviewing of dynamic litigation-related procedures to ensure consistent office-level compliance with litigation management protocols. Served as an advisor on complex and specialized litigation to ensure consistent, superior service and results, and the ability to quickly respond to business opportunities, specific to Government and Public Entities.

Large Loss Litigation Unit Leader; Indianapolis, Indiana

Responsible for direction of a Senior Claims Team handling high impact litigation claims to ensure consistent delivery of services that met or exceeded customer expectations and complied with regulatory and company standards.

Responsible for all management related duties including performance management/evaluations, establishment of objectives, and participating in the selection of new hires.

Senior Analyst; Indianapolis, Indiana

Responsible for training, transition issues and quality assurance matters due to the acquisition of Safeco Insurance Company by Liberty Mutual Insurance. Carried a minimal pending of high value and complex litigation cases in addition to other transition responsibilities.

East Coast Resource Analyst; Indianapolis, Indiana

Responsible for the supervision and training of technical and legal issues to staff claims personnel from Maine through Florida. Supervised and assisted in training of Unit Managers and reported directly to Regional VP. Maintained a minimal pending of high exposure and complicated legal files with average Reserves in excess of \$1,000,000.

Northeast Region Analyst; Indianapolis, Indiana

Responsible for supervision of pending litigation claims involving coverage or complicated issues in the Mid-West. Audited litigated and non-litigated claims files throughout the United States. Maintained a personal settlement authority value of \$750,000.

Northeast Region Claims Managing Analyst; Indianapolis, Indiana

Managed a team of five highly technical Analysts responsible for claims with high exposure, complicated exposures or litigation covering a seventeen-state area.

Northeast Region Claims Program Manager; Indianapolis, Indiana

Organized a multi discipline vendor program for the Northeast Region covering a seventeen-state area.

Chicago Region Commercial Lines Claims Manager; Chicago, Illinois

Responsible for managing a commercial claims operation of 115 employees, 6 Managers, 3 Supervisors and 106 front line claims handlers and clerical staff in a three-state area.

Chicago Region Personal Lines Claims Manager; Chicago, Illinois

Responsible for managing a commercial claims operation of 210 employees, 8 Managers, 3 supervisors and 199 front line claims handlers and clerical staff in a three-state area.

Assistant Regional Claims Manager; Indianapolis, Indiana

Managed the claims operations of a multi-state area on the east coast of the United States. Also managed two in-house legal offices. Responsible for approximately 400 employees with a combined expense budget of \$9,000,000.

Division Claims Manager; Minneapolis, Minnesota

Managed the claims operation of a two-state area and reported directly to the Home Office VP in Indianapolis. Oversight of Managers, Supervisors, Frontline claims handlers and clerical staff with an expense budget of \$3,000,000.

Division Claims Supervisor; Grand Rapids, Michigan

Provided oversight and direction to litigated claim files handled in field offices. Supervisory focus was on issues of coverage, contractual indemnification, liability investigations, evaluation, disposition strategy and expense control.

Branch Claims Manager; Memphis, Tennessee

Reported directly to the Division Claims Manager and effectively managed and supervised a staff of 6 claims professionals in western Tennessee, northwest Mississippi and northeast Arkansas.

Senior Claims Representative; Montgomery, Alabama

Reported to a Branch Claims Manager while handling multi-line claims in central and southern Alabama.

Claims Representative; Montgomery, Alabama

Reported to a Branch Claims Manager while handling multi-line claims and was assigned to Claims Catastrophe Unit throughout U.S.

EDUCATION

Claims & Litigation Management Institute, Columbia Law School – CLMP designation, New York, New York 2013

American Institute for Property and Liability Underwriters Continuing Education, Malvern, PA. 1996

American Institute for Property and Liability Underwriters – CPCU designation, Malvern, PA. 1995

American Institute for Property and Liability Underwriters – AIC designation, Malvern, PA. 1991

Insurance Institute of America – GI designation 1990

University of Montevallo - BBA, Montevallo, AL 1977

AFFILIATIONS

Board of Directors, American States Credit Union	1996-1998
CPCU, Indianapolis Chapter	1995 – present
National Association of Insurance Women	1996-2005
University of Montevallo Alumni Class Representative	1993-2010
Minneapolis Insurance Managers Association	1993-1995
Carmel United Methodist Church	2001-Present
Staff Parish Committee Carmel UMC	2010-2013
Claims Litigation Management Professional	2012-Present