



Mark Stevens, AIC

Career Summary

Began work in the insurance claim industry in 1981 working for an independent adjusting company investigating and adjusting claims for client insurance carriers. Commenced working at AIG in 1998 handling commercial general liability claims in litigation. The nature of those claims included bodily injury and property damage, personal and advertising injury, products liability, sexual molestation and dram shop liability. Job responsibilities included all facets of claim handling, including policy and coverage review, risk transfer analysis, mediation and trial attendance.

Work Experience

Litigation Adjusters, Inc

Sr. Adjuster

Rhode Is & Boston MA

January 2020-present

Attend mediations, settlement conferences and monitor trials.

Lexington Insurance Co.

Complex Claims Examiner

Boston, Massachusetts

June 2004 - July 2019

Handled a diary of approximately 110 litigated complex commercial general liability claims situated across the USA requiring knowledge of tort law in multiple jurisdictions. The claims were considered complex due to the type of injury, high exposure of the loss, and/or complicated nature of the claims, often with multiple parties involving cross-claims against one another.

- Reviewed coverage and drafted position including Reservations of Rights and Coverage Declinations.
- Reviewed contracts for risk transfer opportunity and drafted defense and indemnity tenders when appropriate.
- Managed defense of litigated claims.
- Interacted significantly with defense counsel.



- Reviewed and approved budgets and billing.
- Obtained needed documentation for proper disposition.
- Interacted with insured, brokers and defense counsel as part of good faith claim practice.

AIG Claims, Inc.

Complex Examiner

Boston, Massachusetts

July 1998 - June 2004

Handled a diary of approximately 120 litigated commercial general liability claims. These claims were situated in the New England and Upper New York State area.

- Managed defense of litigated claims, having significant interaction with defense counsel which also involved review and approval of budget and billing.
- Reviewed coverage and the drafting of coverage position letters, including Reservations of Rights and Coverage Declinations. Reviewed contracts for risk transfer opportunity and issued defense and indemnity tenders when appropriate.
- Secured management authority for case resolution and attended mediations when necessary.

Norfield Associates

Road Adjuster, Assistant Manager, Manager

Wakefield, Massachusetts

June 1981 - July 1998

Began work as a road adjuster, investigating various types of claims and remained for in various positions of increased responsibility including Assistant Manager and Manager.

- Investigated Auto, Homeowners and E&O claims. Obtained written/recorded statements from claimants, insured and witnesses; conducted locus investigations and collected claim data; Reported findings to clients.
- Negotiated claim settlements based upon the investigations developed by the road adjusters and within the authority granted by the client carriers.
- Oversaw the functioning of one the company's geographic offices; Supervised road adjusters and assistant manager; Hired and supervised office support staff; Assigned/monitored caseloads; Responsible for office billing.



Computer Skills

- Excel
- Outlook
- Word

Education

- Bachelors, History, Boston State College

Licenses

- Rhode Island - Property & Casualty
- New Hampshire - Property & Casualty

Professional Designations & Certifications

- AIC