



Thomas J. Frazier
Seattle, WA

SUMMARY OF QUALIFICATIONS:

- Claim handler with forty (40) years of adjusting experience based on a strong background of both property and casualty claims handling, in both personal and commercial lines.
- Career experience as both Claims Adjuster and Claims Manager with national insurance companies, including experience in high exposure litigation.
- Recognized for strong organizational, analytical and communication skills with a team-player attitude. Innovative approach to problem solving and ability to provide attention to detail and meet deadlines.
- Customer focused delivery of claim adjustments and service.

AREAS OF EXPERIENCE INCLUDE:

Claims Adjusting/Auditing	Property Estimating	Structured Claim Settlements
Claim Unit Supervision	Multi-Line Background	Coverage Analysis/Handling
Construction Defect	Mediated Resolutions	Fatality Claims Experience

EXPERIENCE:

Sr. Adjuster

Litigation Adjusters, Inc., Seattle, WA (2020 – present)

Attend mediations, Mandatory Settlement Conferences, and monitor Trials.

Major Case Specialist – Construction Defect/Construction GL

Travelers Insurance Company, Seattle, WA (2012 – 2020)

Dedicated claims handler for multi-million-dollar claim exposures in multi-state jurisdictions.

Handled both large exposure construction defect as well as large exposure injury claims, including job site accident and auto exposures resulting in fatalities, quadriplegia and traumatic brain injuries.

Construction Unit Claim Manager

Travelers Insurance Company, Seattle, WA (2006-2012)

Supervision of construction claims unit for the Pacific Northwest, consisting of 5 claim adjusters handling claims in both construction defect and general liability/auto lines of business for



construction accounts. Responsible for the oversight of claims within authority; and file quality expectations. Manage and develop individual career path of staffs, administer performance feedback and coaching. Partner with underwriting business leads to effectuate customer service expectations to current and prospective construction accounts.

Construction Senior Technical Specialist

Travelers Insurance Company, Seattle, WA (2004-2008)

Dedicated construction defect claims handler for the Pacific Northwest region. Investigated claims and coverage for construction defect litigation filed against insured construction accounts. Managed litigation and assured successful contractual risk transfer when appropriate. Attended multi party mediations and successfully negotiated effective resolutions.

Unit Claim Manager

St. Paul Insurance Companies, Seattle, WA (1998-2004)

Supervision of six claim adjusters in claims unit, responsible for claims in the general commercial lines claim division. Held responsibility for the oversight of claim unit activities and settlement authorities. Assisted in coaching and development of staff and implementation of new department programs. Administered performance reviews and human resources activities. Monitored and assisted in achieving claim department objectives, while working cooperatively with internal and external business partners.

Senior Claim Representative

USF+G Insurance, Seattle, WA (1995-1998)

Responsible for handling larger liability and property claims within geographic territory, with increased home-office authority. Claim representative/liaison for large commercial accounts written by Seattle office. Utilized computer based estimating systems and computer support systems.

Claim Supervisor

USF+G Insurance, Seattle, WA (1988-1995)

Supervise five (5) multi-line adjusters and three clerical support staff. Perform file audits and assure adherence to company policies and procedures. Complete performance appraisals and assist in coaching and counseling activity. Serve on large loss committee and monitor litigation management plans. Monitor and handle environmental and coverage claim files. Member of numerous service teams and target market segments.

Adjuster/Senior Adjuster

USF+G Insurance, Boise, ID (1985-1988)

Multi-line adjuster for southwest Idaho territory. Investigated and negotiated casualty and property claims in excess of \$100,000. Served on catastrophe duties. Handled workers compensation time loss claims. Serviced agency territory for southwest Idaho.



Adjuster

GAB Business Services, Boise, ID (1980-1985)

Multi-line adjuster performing independent adjusting services for area insurance companies. Wrote auto and property estimates. Performed liability investigations and surveillance activities. Served on catastrophe duty.

Yardman

O'Neil Brothers Lumber Company, Fruitland, ID (1976-1980)

Sales assistant for retail lumber yard. Prepared and priced out lumber take-off quotations, assembled and delivered lumber packages driving 18-wheel lumber trucks. Participated in construction activities in off hours.

EDUCATION:

University of Idaho, Moscow, Idaho (1975-76)

Payette High School, Payette, ID