



GERARD B. RICHARDSON NY

SUMMARY: Casualty Claims Consultant with senior contacts at the major brokers, insurers and TPAs. Successful track record of maximizing coverages, improving service and reducing the total cost of risk for Fortune 500 clients in construction and numerous industries. Experienced with complex casualty coverages. I have saved clients and policy holders significant sums in claims payments and litigation expenses for large loss-sensitive, deductible and self-insured programs utilizing my expertise in **construction** (commercial and residential), **workers compensation** (multi-state), **auto liability** (corporate & fleet), **general liability** (various industries), **product liability** (medical and chemical), and **excess insurance**. I also have significant experience in **professional liability** (architects and engineers).

SPECIFIC ACCOMPLISHMENTS FOR CLIENTS:

- Drafted comprehensive Special Service Claim Instructions for Stratus Risk Associates, the consolidated successor entity to Turner Risk Management. Stratus will oversee the claim operations of Turner as well as sister companies Flatiron, Clark Builders and EE Cruz. Facilitated meetings and provided client advocacy in negotiations with leading carrier claim and legal executives in pursuit of streamlined best practice claim handling protocols.
- Leveraged relationships with high level AIG departmental executives to facilitate a revised premium audit for the public authority client based on unrecognized exposure information in a controlled insurance program. As a result of extreme due diligence, client was able to recognize over \$180K in savings. Client advised that this achievement was instrumental in their decision to retain TSIB as broker of record for their practice program.
- Spearheaded NY Labor Law reform effort on behalf of construction clients. Met with Congressman John Faso (R NY) to discuss his proposed legislation to overcome absolute liability standard for Federal Projects in New York State. Faso agreed to be the main speaker at Scaffold Law Forum sponsored by TSIB. Coordinated successful event at Yale Club in NYC which included leading NY contractors and owners.
- Generated additional revenue by coordinating international claim review for Fortune 100 Corporation. This included identifying claims, assembling seven country audit team, drafting claim review template, negotiating pricing, attending wrap-up meetings in Europe and generating a written report.
- Outsourced for one year as Global Claim Manager for Fortune 100 Corporation reporting directly to the Director of Global Risk Management. Assignment led to over 200K in revenue for the Consulting Group. In addition to strengthening this long-term client relationship, this high-profile assignment led to additional revenue projects including benchmarking, TPA vendor selection, a claim inventory project and an assignment for managing legacy claim coverages.
- Committee Member of Pharmaceutical client team tasked with lowering overall total cost of risk. As Senior Casualty Claim Consultant, completed large loss claim reviews and best practice audits as part of overall Risk Management Initiative.
- Client advocate at civil trials executing extreme due diligence in reporting on trial issues.

- Coordinated TPA Vendor Selection Process for several large clients. This included comparing general liability and workers compensation claim administrators on issues such as pricing and service and delivering comprehensive feedback and recommendations.
- Coordinated Best Practice Reviews for several large clients. This included proposal, statement of work, claim audit goals and methodology, assembly of audit team and written report.
- Claim Advocacy (Construction) – Instrumental in negotiating settlement of Large Business Interruption Loss. Due to direct advocacy, case was settled for 900K below the reserve with attending savings of litigation expenses.
- Coverage Advocacy (Mining) – Obtained partial reimbursement of payments made by client by directly challenging State of West Virginia Insurance Department Late Notice Disclaimer. Evidence provided included comprehensive written timeline with exhibits undermining validity of disclaimer.
- Coverage Advocacy (Technology) – Won two- year battle to obtain reimbursement of legal fees in the amount of \$50,000 in large lawsuit. Challenged Carrier by highlighting that client was penalized financially by Carrier's underwriting mistake in the area of underinsured motorist coverage.
- Claim Advocacy (Technology) - Identified subrogation opportunity during claim review which ultimately led to 85K settlement in client's favor.

CREDENTIALS:

New York State Brokers License

New York State General Adjuster's License, Multi State Adjuster Licenses

Various CPCU and AIC credits

PROFESSIONAL EXPERIENCE:

Turner Surety and Insurance Brokerage, Paramus, NJ
Director of Loss Control and Risk Management

October 2010 to February 2022

Claims Department: manage operations and set policies, procedures, and claim service standards.

Collaborate with clients to develop and enhance claim programs, including claim administrator selection and oversight, claims handling best practices, performance metrics, and monitoring tools

Work closely with senior corporate risk management and insurer executives, outside counsel, general adjusters, and third-party claim administrators to manage high-exposure claims, including pollution liability, professional liability, builder's risk, and New York Labor Law

Work with the Claims and Underwriting executives of the client's builder's risk insurer to realign the claim program with client needs and claim service expectations; secured million-dollar advance payment by insurer in high-exposure builder's risk claims involving contested coverage

Identified aggregate impairment issues on project-specific general liability policies with significant New York Labor Law claim exposures; to reduce the risk of insurer disputes, eliminate the potential disruption of the claim

management process, and ensure the availability of insurance funds for settlement of multi-million dollar claims, developed claims handling transition protocol, which were accepted and implemented by the client and the primary and umbrella insurers

Support clients and producers in the policy renewal process by identifying changes in client business risks, assessing large loss exposures and loss trends, and evaluating policy wordings and recommending alternative language; perform retention analysis

Risk Management Planning Group, Mineola, NY

December 2008 – September 2010

AVP, Construction Group

Function: Claims Manager and Account Executive of the Construction Unit; Oversight and Account Service of Large Construction Wrap Up Accounts; Plan and coordinate the activities of claim service team; Responsible for the management, investigation, and resolution of claims; Supervise unit activity and ensure satisfactory delivery of claims service/products; Responsible for the administrative and training functions of the unit; Monitor reserves; Ensure compliance with regulatory and company standards and provide technical guidance as required, Monitored ADR Program

Marsh USA, Inc., New York, NY

October 2001 – December 2008

Vice President, Claims Consulting

Function: Senior Casualty Claims Consultant and Construction Practice Leader for Consulting Group's national and international clients. Long term client relationship led to a one-year assignment as the outsourced Director of Global Claims for Xerox Corporation.

American International Group (AIG), New York, NY

October 1993 – October 2001

Claims Analyst

Gerard B. Richardson

Function: Senior Claims Examiner in the Divisional, Excess and Construction Groups.

A&A, New York, NY

Casualty Claim Consultant

February 1992 – May 1993

CNA Insurance, White Plains, NY

Professional Liability Analyst
Architects and Engineers

October 1987 – February 1992

EDUCATION:

Queens College of the City University of NY, Flushing, NY (Political Science)

BA

REFERENCES: Provided upon request