

Caught in the Act! Insurance Act 2015 Panel Debate

SPEAKER'S BIOGRAPHIES

Adrian Hurst BA (Hons) FCII, Chartered Insurer

Adrian is the Head of Strategic Projects at Zurich Insurance UKGI. He started his career in 1987 as a Fire and Accident Underwriter and has held a number of sales, operations, project management and senior leadership roles within Eagle Star and Zurich. During his 28 years with Zurich and Eagle Star, Adrian has led multiple programs for operational change, scheme and proposition development, middle-market international business placement and system design. Adrian has recently led the Zurich UK approach to the introduction of the Insurance Act across all business units.

Nichola Evans, Partner at Browne Jacobson

Nichola has worked almost exclusively in the insurance sector since qualifying as a Solicitor in 1993. She has extensive litigation experience gained on insurance backed matters and under a broad range of policies, for example, commercial combined, legal expenses and professional indemnity. She is known for her pro-active approach and for taking a robust view on cases at an early stage. Nichola sits on the National Executive Committee of FOIL. She also sits on the Law Society Council and the Law Society Civil Justice Committee. Nichola frequently comments on developments in civil litigation in the legal and insurance press. She also provides regular legal updates for clients in the insurance sector.

Michael Howard, Partner at Browne Jacobson

Michael is a partner in Browne Jacobson's financial and professional risks division and is involved in various national and international disputes involving professionals and advises on insurance policy coverage. Michael's specialties include: Litigation, alternative dispute resolution, arbitration, insurance, defence, professional negligence, commercial litigation. In addition to his legal experience, he has a strong insurance background gained from spending 12 years in the commercial insurance sector in London and Hong Kong.

He was elected a Fellow of the Chartered Insurance Institute in 2001 and he is a designated Chartered Insurance Practitioner. He also remains an active member of the Institute of London and Chairman of the Institute's Representatives Committee. He is also a Vice President of the Council of the London Insurance Institute and a member of the Forum of Insurance Lawyers.

Peter Wilkinson, Group Claims Director of Hendersons Insurance Brokers

Peter graduated from York University with a degree in Archaeology, then worked as a Chartered Loss Adjuster for over 20 years in Yorkshire and the North East.

Peter has spent the last 12 years with Henderson Insurance Brokers Group as Claims Director, responsible for claims service specifically for the large technical and complex claims.

Peter's achievements also include:

- Past President of Middlesbrough Insurance Institute. Councillor, Deputy Leader District Councillor and
- Member of North Yorkshire and East Riding Local Enterprise Partnership.
- Vice Chairman North Yorkshire Police and Crime Panel
- Governor to Northallerton Schools

Richard Hanson-James, Director of Thompson & Bryan, Chartered Loss Adjusters

Richard Hanson-James is a loss adjuster who, some twenty years ago after a life spent adjusting major losses on the international circuit, set up the UK's first chartered loss adjusting company dedicated to policyholder representation. He developed a strong antipathy to what he saw as an unjust imbalance between insurer and buyer, and in the early years of this century he chaired the claims working party of the BILA committee whose report led, eventually and after some dilution, to the Law Commissions' proposals now enshrined in recent legislation.

Geoff Williams, Director, Hope & Williams Ltd

He is an Associate of the Chartered Insurance Institute, Fellow of the Chartered Institute of Loss Adjusters and European Loss Adjusting Expert. Geoff has almost 50 years' experience in claims handling with the likes of Graham Miller Northern, Miller Knight, and Garsides.

Mike Cranny, Director of Create Solutions Ltd

Mike has spent his whole career in the insurance industry and for the last 18 years have specialised in training, regulation and compliance. He is a Director of Create Solutions which is a Specialist Training & Compliance Company for the General Insurance Industry and is a regular contributor to our Industry Trade Press and speaks at many events on compliance and regulatory matters.

Mike has a profound knowledge of the FCA rules and regulations and how they apply in the General Insurance Industry. He is recognised as an expert in this field. His company provides FCA compliance support and Training to include Brokers, Insurers, Claims Management Companies, Insurers, MGA's, Loss Assessors, (UK and Overseas) and others in the market.

He is on the representative council for the CII and the also the regional council and is a member of the Association of Professional Compliance Consultants

He is a Fellow of the Chartered Insurance Institute, is a Chartered Insurance Practitioner and he has also received the Exceptional Service Award from the CII.

a director of Thompson and Bryan, chartered loss adjusters for the policyholder, where he manages the contentious claims operation

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