

DANIEL CULLEY BSc.

- **Claims Manager with over 17 years experience in the insurance profession.**
- **Excellent MI presentation skills**
- **Excellent knowledge of Excel**

Address

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Telephone Number

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Qualifications

BSc. Chemistry with Environmental Science, University of Kent
x3 A levels, x8 GCSEs

Computer Skills

- Outstanding knowledge of Microsoft Office Packages; especially Excel and PowerPoint.
- Visual basic for beginners' course via Excel with Business
- Excel course via Excel with Business

CLAIMS MANAGER

Anthony Jones Insurance Brokers

Jan 2015 - Current

Anthony Jones are a general insurance broker offering their clients the most suitable cover for their business. Premiums vary from the £50 public liability sole trader policy all the way up to £5M. Total broker Premium is £75M.

We're a team of 3 handlers, dealing with around 1400 claims a year between us. Work is distributed evenly and we each have our own specialism; my leaning is towards the property, PL and EL claims. Recent claims include a fire damage to a factory, settled for £400,000 MD £1.2M on the BI. A recent EL claims is due to go to arbitration is currently sitting with a £950,000 reserve on it. Other notable claims are theft of cash, £500,000 and the cyber claims are on the increase.

I also attend many client meetings presenting current claims positions discussing both the overall picture and individual claims.

I also provide clients with regular reports to avoid those unwanted surprises before renewal. I've extended this reporting internally so the account Executive are also kept updated claims matters.

CLAIMS MANAGER / CLAIMS ADJUSTER

March 2014 – Dec 2015

Basil Fry – Removal Claims services.

Claims manager to 4 Claims Adjusters and an administration team of 4; 2 full time and 2 part time. Reporting to the Claims Director.

Removal Claims Service is the claims handling subsidiary for Basil Fry Brokers, a broker specialising in the removal business. RCS deal with over 6000 claims a year, both goods in transit and marine claims, with a delegated authority of £10,000 from 4 different insurers.

My role was to help harmonise the administration and claims team to achieve a stronger working relationship between teams.

I'm was also charged with preparing the weekly and monthly MI reports and work flow stats for management and also customer report.

I also acted as a referral point to junior members and served as the escalation point for matters dispute.

CLAIMS EXECUTIVE**June 2010 – March 2014****OAMPS Insurance Brokers**

The sole claims handler dealing with all the claims generated by the Reigate Branch of OAMPS Insurance Brokers. I work with the 7 account executives administering their client's claims

The types of policies being commercial lines covering virtually every style of business and personal Lines; motor household building and contents.

In addition to administering the claims I also managed the MI; reports I generate are not just for management purposes but also bespoke to clients, to assist in progressing their claim, departments and account executives. This information also enables us to look for any trends and assess better risk management from our clients.

CLAIMS HANDLER**Apr 2006 – March 2010****Antell Insurance Associates – Southgate House – Wokingham – Berkshire**

Antell Insurance Associates are a specialist motor trade insurance broker dealing with sponsored dealerships of the VW Group Marque around the UK. I was the only claims handler, my primary role was dealing with all the claims. Reporting to the account director my duties extended to include account handling as we were only a small team of 4, reporting to the account director.

The types of policy we administered were motor trade, motor fleet, commercial, property and household, both contents and buildings.

COMMERCIAL CLAIMS HANDLER**Apr 2003 – Apr 2006****NIG, Crown House – London**

Duties involved working on the key accounts claims team to resolve claims in a timely manner. Maintained updates with brokers and liaised with loss adjusters and engineers. Dealt with commercial property, business interruption, products and public liability and house buildings and contents cases with a handling authority of up to £25,000.

TRAINEE CLAIMS HANDLER**Sept 2001 – Apr 2003****Cornish Mutual Assurance – Truro, Cornwall****Personal Interests**

I play trombone with the band Hitmen UK an eight piece covers band playing gigs around London the Southeast.

I Support Plymouth Argyle football club.

Referees

David Pite Cert CII

Pat Gallagher FCII

Removal Claims Services

Associate Director

Swan House

Antell Insurance Associates

Swan Centre

Southgate House

Leatherhead

Wellington Road

Surrey

Wokingham

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