

Our policies are  
**our promises.**



*Depth in Leadership. Trusted Partnership.*



**IRONSHORE**

*your safe harbour®*

## It's simple:

Businesses purchase insurance to have reliable support in the event of a claim.

That's why we designed a more efficient system to address and process claims. Our claims and underwriting departments work as one unit under the same leadership team. So when timing is critical, you're not working with an unfamiliar claims representative; you're working with experts who know your policy.

Our personalized approach enables us to understand and respond to our clients' needs regarding claims management and fair resolution. It also saves time, provides the best possible protection and is the difference between a mere insurance provider and a true insurance partner. Equally important, our model enables our claims professionals to get to know our clients and the businesses they run. As a result, our claims staff continuously seeks ways to add value for our clients and their companies. It's one of the main reasons why Ironshore has such an innovative culture.

Our unique claims structure guarantees that you will always be working with the right decision makers—no matter how diverse your product portfolio. Because at Ironshore, the people who make the promises keep the promises.

To ensure our claims services are operating to the highest standard, we have implemented a claims phone survey designed to collect valuable feedback from our insureds who have worked with our claims teams. This enables Ironshore to continuously monitor satisfaction and constantly improve our service offerings.



## Ironshore Claims Executive Contacts

Ironshore's in-house claims department works closely with our underwriters under the same experienced leadership team, ensuring that our turnaround times set the industry standard.

**Superior client service is embedded in each stage of our claims process, from first notice of loss to resolution.**

### **Mike Mitrovic**

*Global Head of Claims*

mike.mitrovic@ironshore.com

646 826 6660

### **Michael Adler**

*Vice President, IronPro® Claims*

michael.adler@ironshore.com

646 826 6647

### **Dawn Krigstin**

*Vice President, Ironshore Environmental® Claims*

dawn.krigstin@ironshore.com

646 826 6785

### **Kristin D. McMahon**

*Senior Vice President, Chief Claims Officer, IronHealth® Claims*

kristin.mcmahon@ironshore.com

860 408 7812

### **John Reusch**

*Senior Vice President, Chief Claims Officer, Property, Casualty & Construction, Personal Lines, and U.S. Aviation Claims*

john.reusch@ironshore.com

860 408 7828

### **General Contact Information**

To file a claim, please email [USClaims@ironshore.com](mailto:USClaims@ironshore.com)

## Claims Management Highlights

- Efficient, effective and timely communications between the insured, the broker and the Ironshore claims department
- Expedited claims acknowledgment with one claims notification department and one point of contact for your claim
- Highly qualified and experienced claims professionals in dedicated claims units empowered to make claims decisions
- Claims specialists report directly to the Global Head of Claims and maintain a matrixed reporting relationship to Ironshore business leaders in most cases
- Risk management services including loss control strategies
- Prompt investigation and evaluation of all incidents, claims and suits noticed under your policy with Ironshore

## Panel Counsel

Insureds have the flexibility to select counsel from Ironshore's approved panel counsel attorneys. These attorneys have been hand selected and are an exclusive group of the nation's premier law firms. Our panel counsel attorneys specialize in Management Liability, Environmental, Healthcare and General Liability related cases while additionally offering their litigation expertise at preferred rates to Ironshore policyholders.



## Claims Services

The Ironshore Environmental claims department is focused on what's best for the insured. Our claims and underwriting departments report to the same leadership team and work together to provide our insureds with consistent and superior service in the event of a claim. We are guided by the basic principle of honoring our commitment. At Ironshore Environmental, the people who make the promise are also the people who keep the promise.

### Some of our services include:

- 24/7 Emergency Claims Response Hotline (888-292-0249)
- Rapid on-site response to claims nationwide
- One point of contact for claims information and handling
- Regional claims representatives
- All Ironshore Environmental policies provide up to \$150,000 of complimentary public relations crisis response services

The Ironshore Environmental claims department believes it's important to offer tools and resources that help our customers' businesses maintain profitability, protect brand reputation and increase safety. We offer many value-added services for no additional cost, such as:

#### Risk Mitigation Consultation

One of our dedicated, nationwide emergency response contractors will provide pre-disaster assessment and preparation training.

#### Pre-Crisis Public Relations Consultation and Post-Crisis Public Relations Response

A representative from Weber Shandwick, one of the world's largest public relations firms, will meet with the insured company's key players and advise how to mitigate negative public scrutiny in the event of a crisis.

#### Contract Review

We partner with attorneys who will provide three complimentary hours of contract review services to make sure the companies we insure are well-protected.

#### Regulatory Compliance Assistance

Washington, D.C.-based Catalyst Partners, LLC, a government relations and public affairs firm, will consult with the insured to provide risk mitigation strategies and help to ensure compliance with complex government regulations.

For more information on our value-added services, or to discuss a claim, please contact:

#### **Dawn Krigstin**

*Vice President*

Ironshore Environmental Claims

646 826 6785

dawn.krigstin@ironshore.com

To file a claim, please email [USClaims@ironshore.com](mailto:USClaims@ironshore.com)

## Claims Services

The IronHealth claims department has a dedicated and highly experienced team of professionals who work closely with our insureds to drive the best possible outcome on all reported claims. We tailor our claims handling approach to meet the unique needs of each of our clients. The IronHealth claims teams' technical expertise, professionalism, depth, experience and availability make us an industry leader.

### Some of our services include:

- Consultation with our professionals regarding appropriate post-incident remediation efforts to minimize the risk that a claim/lawsuit will materialize against the insured
- Coordination with defense counsel to designate nationally ranked healthcare experts to provide testimony with respect to standard of care and causation – two critical areas central to the defense of a healthcare liability claim
- Attendance at mediations, arbitrations and trials to provide insight to defense counsel and our insureds regarding defense and trial strategy and appropriate case settlement values
- Actively monitoring national healthcare publications to track liability trends, judgments and case settlements in all 50 states across all of our healthcare products lines
- Distribution of Welcome Letters to all insureds introducing our claims professionals and directing our insureds/brokers where all claims-related inquiries and notices should be reported

### Subscription to on-line insurance services that allow IronHealth to:

- Obtain prior claim histories on claimants to screen for insurance fraud
- Verify with each states' department of revenue whether claimants are delinquent with child support payments prior to releasing settlement checks as required by state law
- Research the content of trial and deposition testimony provided by plaintiffs' experts in prior cases
- Complete all required regulatory claim reporting to such entities as the National Practitioner Data Bank, Center for Medicare and Medicaid Services (CMS) and various state agencies

**IronHealth believes in a true team approach with its insureds/brokers and defense counsel to provide the best possible outcome for our clients.**

For more information on our value-added services, or to discuss a claim, please contact:

**Kristin D. McMahon**

*Senior Vice President, Chief Claims Officer*

IronHealth Claims

860 408 7812

[kristin.mcmahon@ironshore.com](mailto:kristin.mcmahon@ironshore.com)

To file a claim, please email [USClaims@ironshore.com](mailto:USClaims@ironshore.com)



## Claims Services

The IronPro claims department distinguishes itself by providing world-class claims services to all of its clients. Our claims department professionals have in-depth experience investigating, evaluating, negotiating and resolving management and professional liability claims.

**Some of our services include:**

- Risk management services upon request
- Industry-leading claims information system
- Assignment of claims to a dedicated specialist whose expertise best aligns with the claim profile, ensuring the client has the most qualified person managing the claim
- Maximizing efficiencies to reduce client costs
- Retention of client legal counsel with expertise that best addresses the needs of the insured. Our select roster of attorneys from our approved panel counsel is provided upon request.
- Review and approval of defense expenses to ensure compliance with the IronPro Billing & Reporting Guidelines

**IronPro provides our insureds with all their claims handling needs. We believe in a true team approach involving the insured, the defense counsel and IronPro to provide the best possible outcome for our clients and brokers.**

For more information on our value-added services, or to discuss a claim, please contact:

**Michael Adler***Vice President*

IronPro Claims

646 826 6647

michael.adler@ironshore.com

To file a claim, please email [USClaims@ironshore.com](mailto:USClaims@ironshore.com)



# Ironshore Property & Casualty

## Claims Services

The Ironshore Property and Casualty claims department provides world-class claims services to all of its accounts. A true team approach between the insured, the defense counsel and Ironshore provides the best possible guidance and protection for our clients. Our claims department has in-depth experience investigating, evaluating and negotiating property and casualty claims to achieve the fairest resolution.

Some of our services for Property and Casualty, Primary, Umbrella or Excess Accounts include:

- Conducting the investigation, evaluation, negotiation and resolution of claims and lawsuits
- Selecting the best medical and non-medical experts appropriate for the claim
- Identifying the best defense attorney with appropriate experience in handling the allegations outlined in the claim or lawsuit
- Engaging appropriate physicians to conduct an independent medical exam when necessary
- Partnering with structured settlement brokers when appropriate
- Reviewing and approving defense expenses for compliance with the Property and Casualty Ironshore Billing & Reporting Guidelines
- Obtaining prior claim histories on claimants for fraud deterrent purposes

For more information on our value-added services, or to discuss a claim, please contact:

**John Reusch**

*Senior Vice President, Chief Claims Officer*

Ironshore Property and Casualty Claims

860 408 7828

[john.reusch@ironshore.com](mailto:john.reusch@ironshore.com)

To file a claim, please email [USClaims@ironshore.com](mailto:USClaims@ironshore.com)





#### About Ironshore

Ironshore provides broker-sourced specialty property and casualty insurance coverages for varying risks on a global basis through its platforms in Bermuda, the U.K, Canada, Ireland and the U.S. The Ironshore group of companies is rated A- (Excellent) by A.M. Best with a Financial Size Category of Class XIII. Ironshore's Pembroke Syndicate 4000 operates within Lloyd's where the market rating is A (Excellent) by A.M. Best and A+ (Strong) from both Standard & Poor's and Fitch. For more information, please visit: [www.ironshore.com](http://www.ironshore.com)

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