



OUR POLICIES ARE  
**OUR PROMISES.**

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**IRONSHORE**<sup>®</sup>  
A Liberty Mutual Company



# 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 to 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.**

### **Kristin D. McMahon**

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## GENERAL CONTACT INFORMATION

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

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



Our claims and underwriting departments work as one unit under the same leadership team. So when timing is critical, you're working with experts who know your policy and your business.

To ensure our claims services are operating to the highest standard, we utilize claims phone surveys 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.



Our phone survey results have shown a

## POSITIVE CLAIMS EXPERIENCE

94%

of insureds surveyed believed that the Ironshore claims representative was professional, responsive and courteous.

92%

of insureds surveyed felt that the Ironshore claims representative was knowledgeable about their claim.

## OUR CLIENTS SPEAK FOR THEMSELVES

"We were never too far away from getting answers as Tom Zawistowski was expeditious in his response."

- Kelly Pond, Sunrise Engineering, Inc.

"The way that Judy Bares worked with us and the questions that she asked were valid and helpful. Legal counsel Ironshore brought to the table was also helpful. I think Ironshore is excellent."

- Lana Daniel, United Regional Health Care System, Inc.

"They are responsive and professional. I enjoyed working with them."

- Steve Wygoda,  
SWA Architecture PLLC

"Feedback from Christopher Smith was the best part of the process."

- John Kallen, Corporate Insurance  
Advisors LLC & Merin Holdings LLC  
& CIA Flood Agency, LLC

"Very professional and above board."

- Mr. Doni Visani,  
Ohlson Lavoie Corporation

"The positive part of the claims process would be the ease with which Ted Kouridis understood the situation and how quickly he responded given the sensitivity of the claim...Ironshore is very easy to work with. It exceeded my greatest expectations."

- Lisa Shrewsberry, Traub, Lieberman, Straus & Shrewsberry, LLP



### About Ironshore

Ironshore, a Liberty Mutual Company, provides broker-sourced specialty property and casualty insurance coverages for varying risks located throughout the world. Select specialty coverages are underwritten at Lloyd's through Ironshore's Pembroke Syndicate 4000. The Ironshore group of companies is rated A (Excellent) by AM Best with a Financial Size Category of Class XIV and A (Stable) by Standard & Poor's. Pembroke Syndicate 4000 operates within Lloyd's where the market rating is A (Excellent) by A.M. Best, AA- (Very Strong) by Fitch, and A+ (Strong) by Standard & Poor's. For more information, please visit: [www.ironshore.com](http://www.ironshore.com).

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