

IRLA MENTORS

Graham Oswald

graham.oswald@pwc.com
+44 (0) 7989 740744

Company PricewaterhouseCoopers LLP
Job Title Director
Qualifications Actuary
Bachelor's degree
Master's degree
Fellow of the Institute of actuaries (FIA)



Career Precis Qualified actuary with over 16 years of consulting experience at PwC, providing advice to insurers and reinsurers on a wide range of actuarial services including reserving, business planning, acquisition and commutations issues.

- Graham has extensive experience of the general insurance run-off market and regularly advises companies on potential strategies to realise value from run-off portfolios.
- Graham specialises in the estimation of latent claim liabilities for both reserving, commutation and restructuring purposes and has worked with a number of claims and legal professionals to negotiate settlement values for commutations in relation to a wide variety of commercial liability insurance and reinsurance business.
- Outside of the run-off market, Graham also has significant experience of the general insurance market, including reserving and auditing a diverse range of business written by London Market companies and large multinational insurers.
- He has also supported multinational insurers in considering the financial and operational impact of IFRS 17 on their businesses, having supported clients with the implementation of IFRS 17, Sarbanes-Oxley control frameworks and market reporting on a Solvency II basis.
- Graham is a former member of the IRLA Education Committee

Mentoring Skills Non-technical - Graham has held formal and informal mentoring roles for several (20+) actuaries within PwC with between 2-12 years of experience, responsible for coaching, wellbeing, career development and performance appraisals.

Technical - Graham has conducted technical training sessions on various actuarial aspects associated with the legacy market, both internally and at various IRLA Academies.

IRLA MENTORS

Helena Coates

helena.coates@ec3legal.com

+44 (0) 7855 953 615

+44 (0) 203 553 4897

Company EC3 Legal LLP
Job Title Legal Director
Qualifications Solicitor
BA Hons in French and Italian
Postgraduate Diploma in Law (GDL)
Legal Practice Course (LPC)



Career Precis

- Trainee solicitor 2003-2005: Ince & Co
- Associate 2005 – 2006: Ince & Co
- Secondment 2006: Aspen Re, Bermuda
- Associate 2007 – 2012: Steptoe & Johnson LLP
- Secondment 2011: Hannover Re, Germany
- Associate 2012 – 2014: Locke Lord LLP
- Associate 2014 – 2017: Clyde & Co

Mentoring Skills:

Legal / litigation / claims (liability, insurance and reinsurance) / regulation / drafting and interviewing / report writing / team management / career development

IRLA MENTORS

James Bolton

jbolton@quest-group.co.uk

+44 (0) 7900 227 760

+44 (0) 207 015 8677

Company Quest Group / IRLA
Job Title Director & Co-Owner / Director
Qualifications Chartered Accountant



Career Precis

- Trainee chartered accountant early 1990's: now Moore Stephens
- Audit of run-off insurers (Lloyds syndicates and insurance companies) until 1996: Mazars
- Run-off manager for insurance company in liquidation 1996-2000: Bermuda Fire & Marine
- Restructuring team at KPMG: managed a liquidation through to finalisation through a scheme, participated in an early Part VII with RiverStone, and advised solvent companies on their run-off exit options.
- Joined Quest in 2013

Mentoring Skills: run-off following 21 years in the run-off industry, finance, accountancy, people management

My job involves evaluating portfolios for purchase, competing in sale tenders, and managing the purchase or portfolio transfer through to its formal conclusion. I then hand over to our claims and accounting teams, but I keep a close eye on what is happening, on claims, reinsurance, investments, finance and risk and compliance. All parts really! Quest also has a number of third party clients in the run-off sector and I am currently writing this on a train to Manchester to participate on a claims management conference on one of my client's (the liquidator for Enterprise Insurance plc) biggest motor claims - so my job really is very varied.

I have known a lot of people in the industry for a considerable number of years, and worked with many of them. At KPMG RiverStone, Enstar, Tawa and R&Q were all clients - and friends. Similarly I got to know PwC, EY and Deloitte well as many assignments, such as insurance pools, involved us working together advising different pool members

IRLA MENTORS

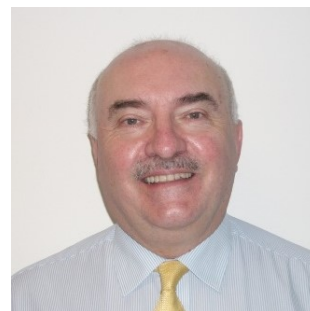
Jim Moran

jim.moran@rqih.com

+44 (0) 7803 036 177

+44 (0) 1603 753 938

Company Randall & Quilter Investment Holdings
Job Title M&A Analyst (Acquisitions team) / Manager of La Licorne (R&Q French subsidiary)
Qualifications Chartered Insurer



Career Precis

- 1978 joined NW Reinsurance Corporation (NWRe)
- Worked in marketing, underwriting, placing reinsurance and, reserving. Designed casualty XL rating system used in NWRe and sold to other reinsurers.
- In 1993 NWRe went into run-off and I became manager of commutations and credit control area.
- 1996 Cavell Management Services was formed from NWRe staff.
- 1997 started up the Cavell Commutations Rendez-Vous which ran until 2014, at various times in Norwich, Singapore, Cologne, Munich, New Jersey and Brighton.
- 2002 Cavell bought by R&Q.
- Worked on commutations and purchase of insolvent debt until current position.

Mentoring Skills:

I have mentored before and have talked on technical seminars in London, Singapore, Cologne and in the US. I taught CII subjects at Norwich City College for two years in evening classes.

IRLA MENTORS

Luke Tanzer

luke.tanzer@rsml.co.uk

+44 (0) 7802 829618

+44 (0) 1273 792 533

Company RiverStone Management Limited

Job Title Managing Director

Qualifications Bachelor's Degree – Economics



Career Precis

- Born in Australia, Luke graduated from James Cook University, North Queensland in 1987 with a bachelor's Degree in economics, and before moving to England in 1990 he worked in commercial lending with Barclays Australia Finance Ltd in Sydney.
- Worked in the Claims and Aviation Reinsurance Placing Divisions of London Market Brokers, Alwen Hough Johnson and Sedgwick Re between 1990 and 1998.
- Held a number of senior positions at RiverStone including Head of Workout, Reinsurance Director and Operations Director prior to his promotion to Managing Director in 2009.
- Luke has been involved in numerous transactions with a focus on the acquisition of new business, the resolution of complex and challenging disputes and the negotiation of major commutations.
- Managing Director of RiverStone's UK group operations and has been with the Company since August 1998. He has 27 years' experience in the insurance industry.

Mentoring Skills:

General career advice, conflict resolution, market knowledge, managing people

IRLA MENTORS

Mark Hallam

mark_hallam@swissre.com

+44 (0) 7917 599809

+44 (0) 207 933 4786

Company Swiss Re / IRLA
Job Title Head of Reinsurance Asset & Liability Management;
Managing Director / Director
Qualifications Swiss Re Group Managing Director Program (alumni) /
Part ACII



Career Precis

- Assistant Underwriter on North American 'Box' in Lloyd's underwriting small to medium sized property/casualty portfolio: 1987-1993: RW Sturge
- Assistant Run-off Manager for Lloyd's Syndicates 210, 212 and 204, 1993-1996: Syndicate Underwriting Management
- Reinsurance Recoveries and broker management, 1996-2006: Equitas
- Global Head of Reinsurance Asset Management, 2006 – July 2014, 2006 – July 2013: Swiss Re
- Head of Reinsurance Asset & Liability Management Managing Director responsible, working capital manager and member of Swiss Re UK leadership team: July 2013 – present: Swiss Re
- 28 years' experience in the Insurance and Reinsurance Industry, working closely with Brokers and Reinsurers across all markets, globally with extensive mentoring experience at Swiss Re.

Mentoring Skills:

Focus on career aspirations, active assistance as appropriate to help the mentee achieve their aspirations, access to extensive global network, people management skills in a corporate environment

IRLA MENTORS

Stephen Roberts

stephen.roberts@rsml.co.uk

+44 (0) 7747 037 362

+44 (0) 207 398 4245

Company RiverStone Management Limited / IRLA / CII
Job Title Director of Claims / Director / Board Member Claims Faculty
Qualifications ACII



Career Precis

- Lloyd's Broker 1983 -1985
- Syndicate Claims Associate 1985 – 1990
- Lloyd's Claims Manager 1990-1998
- Lloyd's Operations and Claims Director (set up Lloyds Managing Agency, founded SLS Ltd (latterly SLS a Crawford adjusting company)
- Co Secretary Lloyd's Members Agent 1998 – 2001
- Brit Group Claims Manager 2001 – 2012
- Group Director of Claims RiverStone Europe 2012 to present

Mentoring Skills

Technical claims handling (multiple lines both direct and reinsurance) / individual, team and department development / performance management and control / operational reporting / executive management / report writing / audit / claims guidelines and governance / career development / market practice

IRLA MENTORS

Eleni Iacovides

e.iacovides@darag.eu
+44 (0) 7780 475 182

Company DARAG Group Ltd
Job Title Group Chief Client Officer
Qualifications BA in Journalism (US) and LLB in Law (UK)



Career Precis:

- Trainee Solicitor at Alsop Wilkinson 1991 – 1993
- Assistant Solicitor at Alsop Wilkinson, now DLA Piper 1993 – 1997
- Associate at Montanios & Montanios, Nicosia, Cyprus 1997 – 1999
- Sole In-House Counsel at Cavell Management Services Limited, now Randall and Quilter 1999 – 2003
- General Counsel of Castlewood (EU) Limited, now Enstar (EU) Limited 2003 – 2006
- Managing Partner of Riker Danzig London 2006 – 2011
- Partner at Goldberg Segalla Global LLP 2012 – 2015
- Group Chief Client Officer at DARAG Group Ltd 2015 to present

Mentoring Skills:

Solicitor / contentious reinsurance experience / claims / transactional / in-house legal / London Market claims and practice / pool operation / report writing / career development and support

IRLA MENTORS

Mark Hicks

mark.hicks@compre-group.com
+44 (0) 203 551 6552

Company Compre Group
Job Title Group Head of Claims



Career Precis:

- Compre- Head of Claims 2013 to present
- QBE-Strategic Claims Team 2009 – 2013
- Equitas Senior Claims Handler/account manager 1995 - 2009
- Atropos Claims Handler 1991-1994
- HS Weavers Claims Handler 1981-1990
- Attended Asbestos Working Party meetings, member of Asbestos Direct Claims Committee, First Party Claims Group, Railroad Committee and Health Hazard Group.
- Youngest London Market claims representative to testify in a bad faith action at 24.
- Corporate witness for Lloyd's in depositions, mediations and trials.
- Took a number of cases to the Supreme Court in US and Canada. Handled appeal in Lloyd's largest bad faith verdict of \$300M in California which was overturned.
- Involved in three of the largest settlements for Equitas totalling in excess of \$1.5bn.
- Heavily involved in the change in claims handling for the US market on asbestos claims.
- Worked closely with a number of fortune 100 companies to explain how to handle their claims handling and reporting.

Mentoring Skills:

Trained junior staff from my time at Weavers through to Compre. Managed peer review process and initiated training development for staff. Given presentations to various London Market groups on deposition handling and mediations.

IRLA MENTORS

James Dickerson

James.dickerson@willistowerswatson.com
+44 (0) 203 1248393

Company Willis Re (Willis Towers Watson)
Job Title Executive Director
Qualifications Bachelor of Arts (Hons), Prince II Practitioner



Career Precis:

- Following his graduation from university in 2004 James joined Capita Consulting on their graduate training programme. He spent the early years of his career working across multiple industries including; Local & Central Government, Media & Telecoms and Financial Services (Banking & Insurance).
- In 2008 James joined EMB, a niche actuarial firm, as part of their new Insurance Management Consultancy practice. In 2010 EMB was bought by Towers Watson, during which James served on the M&A integration committee
- James spent 6 years working at Towers Watson over which time he was promoted to Junior Director and was the recipient of both the Chairman's award and the Risk and Financial Services award.
- In 2016 James left Towers Watson (as it was merging with Willis to become Willis Towers Watson) and joined the commercial law firm Reynolds Porter Chamberlain as a senior manager in their consultancy start-up business.
- In 2018 James accepted a new role as Executive Director for Willis Re (part of the Willis Towers Watson group) with global responsibility within the Customised Solutions team for Legacy.

Mentoring Skills:

Non-Technical James has provided mentoring guidance to a number of team members, supporting them with advice in relation to; objective setting, career development / progression and effective communication. Hopefully the insight that James has gained from working for many different clients can provide a rounded look at the opportunities and challenges that face us.

Technical James is a qualified project manager and has significant experience in M&A. He has acted as both an external advisor to clients (with a combined transaction value in excess of \$2.5bn), as well as experiencing first-hand the internal impacts of the sale / merger of two businesses that he has worked within.

He understands the corporate deal drivers and macro environment as well as the organisational challenges that transactions can create. He hopes that this experience can help inform others of some of the sensitivities and challenges that may be faced and how best to mitigate potential deal risks.

IRLA MENTORS

Ed Gooda FCII SIRM

edgooda@fenchurchtraining.com

+44 (0) 7808 664046

Company	Fenchurch Training Limited
Job Title	Managing Director
Qualifications	FCII, SIMR



Career Precipis:

- Ed Gooda is an eminent insurance and reinsurance claims specialist with more than 30 years' experience in the international composite insurance markets, Lloyd's of London and the London insurance and reinsurance market.
- Ed has been employed in Senior Claims Management roles most recently but also has experience as a Senior Loss Adjuster, having worked for a Chartered firm in the UK in the 1990s.
- Ed has consulted into The Chartered Insurance Institute (CII) in London for 20 years and is an experienced lecturer, in the UK and abroad, as well as author of published works, including the CII Study Text "820 – Advanced Claims". He has recently qualified as a Specialist of the Institute of Risk Management.
- Ed consults as a trainer for IRLA and other relevant bodies; he is part of the IRLA Learning & Development Committee

Mentoring Skills:

As a long-term CII consultant Ed can provide guidance for examination questions and choice of exams. He is willing and able to make training suggestions for career development.

IRLA MENTORS

Richard Lawson

richard.lawson@pro-global.com

+44 0207 0688037

Company PRO Insurance Solutions Ltd
Job Title Global Head of Client Engagement
Qualifications Masters in Business Administration



Career Precis:

- Richard is the Global Head of Client Engagement at Pro Global Holdings Ltd. Having over 33 years of (re)insurance expertise, he is responsible for the strategic development of Pro's business. Taking responsibility for the strategy behind the four service lines: Legacy, Outsourcing, Consulting and Audit.
- Richard has played an instrumental role in the management of some of the largest run-off portfolios in the market, including WFUM and E&A.
- In 2016 Richard was key to outsourcing of one of the largest UK EL transactions, creating Pro's UK Centre of Excellence for EL claims management in Glasgow and London. In 2017 he worked alongside Pro Inc and the Department of Insurance in Rhode Island to successfully grant ProTucket the very first license to transact run-off portfolio.
- Prior to working at Pro, Richard held senior roles at Mercantile and General, has been Pro Group COO, Head of Consulting and is a Board Member of Numerous UK and International companies. He holds a Masters in Business Administration from the University of Gloucestershire and is based in our London offices.

Mentoring Skills:
