

ROBERT M. BROWN, SR.

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A seasoned Claims Specialist with over 33 years experience in the insurance industry, including 21 years in medical professional liability claims management. Work history includes over 15 years of office management and administration.

PROFESSIONAL EXPERIENCE:

1995-2006: St. Paul Fire and Marine Insurance Company, Knoxville, TN

Medical Professional Liability Claims Specialist.

Responsible for prompt and fair resolution of medical claims of highly complex nature and/or severe injury, managing of total claim costs and providing high levels of customer service. Using best claim practices, investigating, evaluating, reserving, processing and settling and/or defending medical liability cases with highly complex coverage issues and/or disputes. Identifying and investigating for possible fraud, subrogation, contribution, recovery and case management opportunities to reduce total claim costs. Responsible for individual goals and goals which require the sharing of tasks that reduce total claim costs and result in high levels of customer service. Providing technical guidance and education and training to other unit members. Assist with training of other medical claim handlers. Perform account servicing and marketing presentations to prospective accounts and insured's. Directed litigation team in defense of medical Professional Liability claims. Directed settlement mediation sessions for proper resolution of select claims.

Selected Accomplishments:

First employee in Mid-Atlantic Medical Region awarded with the Maximum Services Delivered Certificate. Addressed numerous groups to discuss identifying, defending and preventing medical malpractice actions. Groups included State meetings of Nursing Home Administrators, and state Hospital Administrators. Gave lecture on Strokes and Aneurysms at Regional Medical Malpractice meeting. Received numerous service awards and citations for quality of service.

1985-2004: St. Paul Fire and Marine Insurance Company, Knoxville, TN.

Claims Manager & Office Administrator; Property and Casualty Claims Specialist.

Responsible for day to day operations of regional claims office, to include personnel administration and account service activities. Responsible for the investigation and resolution of multi-line property and casualty claims involving personal and commercial policies.

1981-1985: Home Insurance Company, Knoxville, TN

Property and Casualty Claims Representative

Specialized in Municipal Liability Claims involving numerous city and county governmental Entities and sub-divisions; and Civil Rights litigation claims.

Selected Accomplishments:

Earned designation of Property/Casualty Claims Law Associate from the American Educational Institute.

PROFESSIONAL EXPERIENCE: (Continued)

1978-1981: United States Fidelity & Guaranty Insurance Company, Knoxville, TN
Property and Casualty Claims Representative

In addition to multi-line claims handling involving personal and commercial property and casualty claims, specialized in handling claims involving various levels of bonding activity.

1977-1978: Travelers Insurance Company, Knoxville, TN
Property and Casualty Claims Representative

1973-1977: Crawford and Company, Melbourne, FL
Adjustor-in-Charge

Multi-line adjustor; supervisor in charge of claim and clerical staff.

Selected Accomplishments:

Took over claims office that had shown a steady decline in claims received, and increased volume through new solicitations and renewal of accounts with companies and agents who had previously ceased using that office's services.

1972-1973: Hooper-Holmes Bureau, Merritt Island, FL
Inspector-in-Charge

Managed inspection and clerical staff, and investigated potential new risks for a variety of insurance company underwriters.

1970-1972: United States Army, Heidelberg, Germany
Counter-Intelligence agent/ Non-Commissioned Office-in-Charge of the Analysis Branch, U.S. Army, Europe

PROFESSIONAL DESIGNATIONS/ASSOCIATIONS:

Property/Casualty Claims Law Associate, American Educational Institute

EDUCATION:

1966-1970: Western Carolina University, Cullowhee, N.C.:
Bachelor of Arts
Major in History and Social Sciences

LICENSING:

LICENSED IN WEST VIRGINIA , KENTUCKY, AND SOUTH CAROLINA

PROFESSIONAL EDUCATION:

- Medical Malpractice Adjusting
- Cerebral Palsey seminars (4)
- Medical Terminology courses (2)
- Medical Signs and Tests
- Medical Malpractice in Tennessee Seminars (2003, 2002, 1999)
- Litigation Management
- Negotiation Seminars
- Service Management Course
- Claims Law: Casualty Claims Law; Property Claims Law
- Claims Office Management
- Basic and Advanced Casualty Adjusting School
- Basic Property Adjusting School
- Workers Compensation Course
- Fire and Marine Adjusting Course
- Automobile Damage Estimating Course
- Motor Truck Cargo Adjusting Course
- Fidelity Bonding Adjusting Course.

PERSONAL:

Divorced; one son; two grandchildren. Hobbies include Martial Arts, and Hiking.