

# Willum Richards

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## Career Summary

A qualified Fellow and past Chair of the Association of Average Adjusters and the current Vice-President of the Association Mondiale de Dispatcheurs with extensive insurance management, marine and claims background.

Claims General Manager or Director of international insurance companies in Asia and Australasia with a focus on marine hull, liability and cargo (including DSU / ALOP) but extensive experience in commercial property, construction and engineering claims.

Previously a director of Richards Hogg International – a leading firm of Average Adjusters.

## Career History

### Willum Richards Consulting Ltd

Director (2011 – Present)

- Providing average adjusting, general claims adjusting and marine insurance consultancy services to clients globally but principally in New Zealand, Australia and the Pacific Islands.
- Until June 2019 - Consultant to Land Information New Zealand (previously the Canterbury Earthquake Recovery Authority) on insurance related issues relating to the Canterbury earthquakes.

### Great Lakes Marine Insurance Agency Pty. Ltd.

Group Claims Manager / Regional Manager (2010 – 2011)

- Started-up company and successfully managed New Zealand marketing and development to grow the business in line with budget projections until company restructured by parent.
- Provided claims technical support for the whole company (including Australia) underpinning the company brand of expertise.

### Associated Marine Insurers Agency (Pty.) Ltd.

Group Claims Manager / Regional Manager (2007 – 2010)

- Provided claims technical support for the whole company (including Australia) maintaining the company's brand of excellence and expertise.
- Implemented claims processes and procedures to enhance the compliance and control environment in line with regulator and group requirements whilst providing a flexible, market leading service to clients.
- Handled a number of high profile and complex claims involving multiple jurisdictions using a wealth of international contacts to achieve positive and respected results for all concerned.

Claims Manager / Regional Manager (2006 – 2007)

- Opened and set up a new branch office in Christchurch and developed claims processes and procedures.
- Developed contacts and marketing to the South Island of New Zealand and grown the business by over 100% in 2 years.

## **Royal and Sun Alliance**

Business Director / Temporary Managing Director, Hong Kong (2004 – 2006)

- Took responsibility for all Commercial and Personal Lines general insurance underwriting and claims and developed and grown the business successfully over the period with the acquisition of a number of high-profile accounts.
- On the departure of the Managing Director, assuming his complete responsibilities for over six months including the management of approximately 150 people and increasing both staff and customer satisfaction over this period.
- Built and introduced new products to the Hong Kong market and new distribution channels to supplement the company's existing broker and agency network.
- Successfully managed a number of key relationships within the broker, insurance and governmental / regulatory communities.

Regional Director Claims (Asia), Singapore (2000 – 2004)

- Built a new position and developed and implemented Group and Regional claims philosophy Commercial and Personal Lines general insurance business in 10 countries in Asia.
- Worked with compliance and the operations to ensure adherence to internal compliance, FSA and Sarbanes Oxley regulations whilst delivering and improved claims service to clients.
- Pro-active, efficient and effective handling of large and complex property, engineering, construction, marine and BI/ALOP/DSU claims ensuring the company's position as a respected Lead market for such risks in the region.

Regional Manager, Asia (Marine Claims and Risk Management) (1998 – 2000)

### **Richards Hogg Lindley Group (Average Adjusters)**

Asia Regional Director - Richards Insurance Services, Singapore	1995 -1998
Assistant Vice President/Vice President - Richards Hogg Inc, Houston, USA	1990 -1995
Country Manager - Richards Hogg International (India) Ltd. Mumbai, India	1988 - 1990
Average Adjuster - Richards Hogg Limited, Liverpool, UK	1986 -1988
Trainee - Richards Hogg Limited, Glasgow, UK	1985 -1986

### **McRink Navigation, Hong Kong**

Cadet Officer	1982
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### **Professional Qualifications / Memberships**

- Fellow of the Association of Average Adjusters (Chair 2017 to 2019)
- Member of the Association Mondiale de Dispatcheurs (Current Vice-President)