

**Rural Claims Team** 

Rural Insurance Group

**RURAL INSURANCE TEAM DETAILS**

**TEAM TELEPHONE NUMBER**

**02921 010334**

**EMAIL ADDRESS**

**New Claims:** **Ruralnewclaims@uk.sedgwick.com**

**Existing Claims:** **Ruralinsurance@uk.sedgwick.com**

**Karen Jones**

**Motor Operations Manager**

**T +44 345 604 7579**

**E Karen.jones@uk.sedgwick.com**

Over 36 years of experience working in the insurance industry, with formative years spent handling claims for a major insurer, in the main, Motor, Domestic and Commercial classes of business. When Karen joined Sedgwick 20 years ago she moved from handling claims to operational team management.

**Areas of specialism**

Karen is responsible forthe provision of an effective and efficient Motor Claims Operation in Cardiff. Particular emphasis on lean thinking and process control. Other key responsibilities include colleague engagement and associated career progression, recruitment and retention, productivity and quality.

**Lisa Francis**

**Client Delivery Manager**

**T +44 7789 351189**

**E Kelly.davies@uk.sedgwick.com**

Over 13 years of experience working in the insurance and legal industry, working for large law firms predominantly in the Claimant arena. Lisa has worked for Sedgwick cumulatively for 6 years. Lisa has dealt with a variety of claim types to include own damage, total loss, theft, third party, credit hire, low value and catastrophic injury, litigation and fraud. Lisa has managed operational teams of over 40 FTE and now manages client relationships to ensure the business is delivering the expected level of service.

**Areas of specialism**

Personal Injury Litigation is Lisa’s passion but she is also skilled in reviewing and analysing claims data/processes to identify any trends and improve the performance of the claim spend and experience. Lisa also works with clients to develop strategies to improve process and spend.

**TASK**

**David Warne**

**Rural Team Manager**

**T +44 345 6048500**

**E David.warne@uk.sedgwick.com**

Over 6 years experience working for a major insurer and Sedgwick, dealing with all types of motor claims, with specialism in Credit hire, litigation and recoveries.

David

**David Griffiths**

**Rural Technical Manager**

**T +44 345 6047949**

**E David.griffiths@uk.sedgwick.com**

Over 35 years experience within major insurers and Sedgwick. David has dealt with a varied claims portfolio to include, motor, catastrophic injury, employer and public liability and property claims.

David handles large value claims to delegated authority within client instructions and is the technical referral point for the team.

**Melanie Coleman**

**Rural Claims Handler**

**T +44 345 6047531**

**E Melanie.coleman@uk.sedgwick.com**

Over 15 years experience within a major insurer and Sedgwick. Mel has dealt with motor claims including, own damage, third party, credit hire and recoveries.

**Nichola Sullivan**

**Rural Claims Handler**

**T +44 345 6051128**

**E Nichola.sullivan2@uk.sedgwick.com**

Over 30 years experience dealing with domestic and commercial property claims, along with motor claims also.

**Andrew Green**

**Rural Claims Handler**

**T +44 345 6047895**

**E Andrew.green@uk.sedgwick.com**

Over 30 years experience and a large proportion of Andrew’s career was spent working for an agricultural insurer dealing with full end to end motor, employers and public liability claims.

**Neil Roberts**

**Rural Claims Handler**

**T +44 345 609 9916**

**E neil.roberts@uk.sedgwick.com**

Over 30 years experience and a large proportion of Neil’s career was spent working for an agricultural insurer dealing with full end to end motor, employers and public liability claims and property claims.

 **Jayne Deabreu**

**Rural Claims Handler**

**T +44 345 6047820**

**E Jayne.deabreu@uk.sedgwick.com**

Over 30 years experience and a large proportion of Jayne’s career was spent working for an agricultural insurer dealing with full end to end motor including injury, employers and public liability claims and property claims.