

Ann Waite
Consultant & Coach

Expertise:

- Conflict resolution and mediation
- Negotiations
- Team development and leading of multi-located teams
- Mentoring

Selected projects:

- High profile, international negotiations: Personally handled the claim on the Costa Concordia, to date the largest ever claim to the marine market
- Managing the integration of five teams into one
- Management of placing brokers and technical staff, implementation of new and best practices
- Provided Motivation and leadership to improve claims service within a team of 50 claims handlers
- Founder member of Dex, a specialist hull and machinery insurer formed by Swiss Re and Thomas Miller/ UK P&I Club – creation and implementation of procedures and standards
- International Marine Claims Conference (IMCC): Conference attracts 200+ delegates from leading marine insurance organisations worldwide. The success of the conference led to an invitation to IMCC to become an affiliate of IUMI in 2007, Organised the conference since formation (except 2006/7)

Education:

- Postgraduate Certificate in Business and Personal Coaching, Barefoot Coaching Ltd./ University of Chester
- CEDR Accredited mediator
- FCII, The Chartered Insurance Institute

Professional career and experience:

- 2013-present **AW Marine Ltd, Director**
Providing worldwide Marine Claims Consultancy services
- Association of Average Adjusters**
Secretary
- 2014-present **International Group of P&I Clubs**
Examiner for the IG professional exams
- 2006-2013 **Aon (incorporating Benfield Group, acquired in 2009), London**
2011-2013: Head of Hull Team
2009-2013: Global Head of Marine Claims, executive director
2006-2009: Global Head of Marine Claims – Benfield Corporate Risk
- 1999-2006 **Dex/Thomas Miller Managing Agency, London**
2004-2006: Chief Operating Officer, DEX and Managing Director, TMMA
2002-2004: Claims Manager, Thomas Miller Managing Agency Ltd
1999-2002: Claims Director, Dex
Founder member of Dex (specialist hull and machinery insurer formed by Swiss Re and Thomas Miller/UK P&I Club).
- 1995-1999 **C E Heath Group, London**
1999: Managing Director, Heath Claims Management
1995-1999: Claims Director, Heath Martens Horner
- Before 1995 Further activities in the marine insurance business